

Title: Volunteer Management Internship**Description and expectations:**

This is ideal for candidates who are interested in the people and educational side of Zoo work. There will be opportunities to learn, how to screen, place and train volunteers as well as various HR policies. Will also learn about informal & formal interpretation and the role of bio facts. Will include lots of human resources management and communication skills. Interns will work closely with the Volunteer Program Manager to screen, place and train new volunteers. They will also provide informal interpretation for guests and to develop new presentation methods and kits to be used by volunteers as the need arises. Assist with writing monthly volunteer newsletter and planning volunteer appreciation events.

Interns will be expected and required to interact with a diverse team of staff, interns, volunteers and guests. Interns will be expected to follow the directions of paid staff for their personal safety and safety of all. Interns may work irregular schedules and should expect to work weekends and holidays. This internship will require high levels of communication (both verbal and written). Applicants should have excellent communication skills, an enthusiastic demeanor, and a willingness to get involved.

Responsibilities**❖ Volunteer management:**

- Assist with interviews, placement and training of new volunteers
- Develop training materials/protocols
- Human Resource issues will be covered as they relate to volunteers.
- ADA issues that relate to volunteers needs will be addressed as well.

❖ Interpretation:

- Create informal guest interactions relating to our animals from cheetahs to giraffes focusing on different themes and concepts
- Do research on animals in our collection to be used for training Interpretative & Education Station Volunteers or for developing interpretation programs
- Staff Education Station and train new Education Station volunteers
- Create hands-on or interactive activities to be used in conjunction with animal interpretation

- ❖ Interactions: informal and formal interactions with Zoo guests specifically to forge connections between our mission, our guests, and our animals
- ❖ Journal: All interns must complete daily journal entries which are turned in and reviewed monthly.
- ❖ Project: All interns are required to complete project or other deliverable as determined by internship area
- ❖ Research: Become familiar with Species Survival Plans (SSP), as well as natural history, current research and conservation studies related to animals in area of internship; research animals and conservation information to share with the volunteers
- ❖ Other related duties as assigned

Requirements

- ❖ Minimum 1 year of college with 2.5/4.0 overall GPA.
- ❖ Proof of recent tetanus shot (within last 5 years) and negative TB test (within last year) required **PRIOR** to start date.
- ❖ Must submit to drug testing prior to start of internship and prove clear throughout internship
- ❖ Must have customer service/guest interaction experience, preferred experience with public speaking
- ❖ Interest in working with people, coursework in communications, public relations, and/or management, and the ability to work on some weekends

Notes:

Interns will be evaluated regularly on performance and knowledge.

Naples Zoo reserves the right to dismiss an individual from the internship at any point during the internship.

Wages All Naples Zoo Internships are Unpaid