



**Position Description**  
**VOLUNTEER PROGRAM COORDINATOR**

FLSA Non-Exempt, Full Time  
September 2021

Come join us at the Reid Park Zoological Society!

Reid Park Zoological Society is seeking a Volunteer Program Coordinator. Bachelor's degree preferred plus 12 months experience working with volunteers or performing regular volunteer work. Alternatively, Associate's degree plus three years' experience. This position is open until filled.

The Society is a 501(c) (3) nonprofit organization whose mission is to create inspiring memories for all by connecting people and animals to ensure the protection of wild animals and wild places. We provide educational and fun experiences for visitors of all ages. Reid Park Zoo is the largest attended cultural attraction in Southern Arizona with approximately 500,000 visitors annually. Be a part of a vibrant, growing organization as Reid Park Zoo implements an exciting master plan that will be investing over \$60M in new exhibits over the next ten years.

To apply, please forward a resume to [hr@reidparkzoo.org](mailto:hr@reidparkzoo.org) No phone calls or visits please. This position is open until filled. We are an Equal Opportunities Employer. **We are committed to attracting and retaining a diverse staff by creating an inclusive environment.**

**Overview:** The Volunteer Coordinator is responsible for providing programmatic and administrative support to Reid Park Zoo's Volunteer Program. This position assists in the recruiting, interviewing, training, placing, recognition, and supervision of volunteer teens, docents, animal area volunteers, and interns. The position helps to maintain the volunteer database and provide support for special event volunteer needs. The position is required to work weekends, holidays and some evenings.

**Reports To:** Volunteer Program Supervisor

**Responsibilities:**

### **Volunteer Management**

- Provide support, mentoring, and supervision to new and current volunteers in specific positions.
- Provide support to volunteer supervisors throughout the Zoo and help with recognition and retention.
- Recruit and support volunteer participation for special events, such as the annual fundraiser and member events.
- Maintain communication with volunteers via phone calls and email
- Photograph volunteers and volunteer activities
- Design and execute regular evaluations of volunteers
- Completes all trainings as required. These may include but are not limited to job specific training, safety, animal handling etc.

### **Volunteer Training**

- Develop new programs and volunteer position types and the associated training.
- Act as lead staff for the teen volunteer program training and assist with adult volunteer and intern training.
- Instruct and support volunteers on the use of the San Diego Zoo Global Academy website.
- Assist with other training such as animal handling and station development.

### **Administration**

- Assist with the administration of the volunteer database, maintaining accurate records for all volunteers and distributing regular reports to Zoo administration.
- Assist with developing content and postings for the Zoo website.
- Completes administrative tasks for the Volunteer Program.
- Other duties as assigned.

### **Qualifications, Skills and Abilities**

- Bachelor's degree in related field preferred.
- 12 months experience working directly with volunteers or performing volunteer work required. Alternatively, Associate's degree with three years' experience.
- Availability to work weekends and/ or evenings.
- Experience with volunteer programs. Experience in an AZA Zoo or aquarium facility preferred.
- Regular physical attendance at work.
- Strong computer skills with proficiency in Microsoft Windows programs. Experience with Blackbaud Altru, Better Impact or other volunteer management system preferred.
- Customer service, problem solving and time management skills required.
- Ability to tactfully handle stressful situations, negotiate, resolve conflicts and maintain confidentiality.
- Ability to patiently deal with a variety of personalities and volunteer concerns.
- Ability to work independently on multiple projects and remain focused in a busy, often noisy, environment.
- Excellent organizational skills & attention to detail.

- Demonstrated ability to establish & maintain working relationships with all stakeholders.
- Ability to lift up to 40 pounds.
- While performing the duties of this job, the employee is required to stand, sit, and walk outdoors (in weather extremes) for extended periods of time.
- May spend extended time sitting using computers.
- Leads groups over areas with uneven terrain.
- *Please note that this document is not an exhaustive list. It is intended to give a reasonable idea of what might be required.*

*Consistent with the Americans with Disabilities Act (ADA), it is the policy of Reid Park Zoological Society to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment, including the application process. If reasonable accommodation is needed, please contact the Human Resources Dept [hr@reidparkzoo.org](mailto:hr@reidparkzoo.org)*

<b>Reviewed By:</b>	<b>Signature</b>	<b>Date</b>
Employee:		
HR Director:		