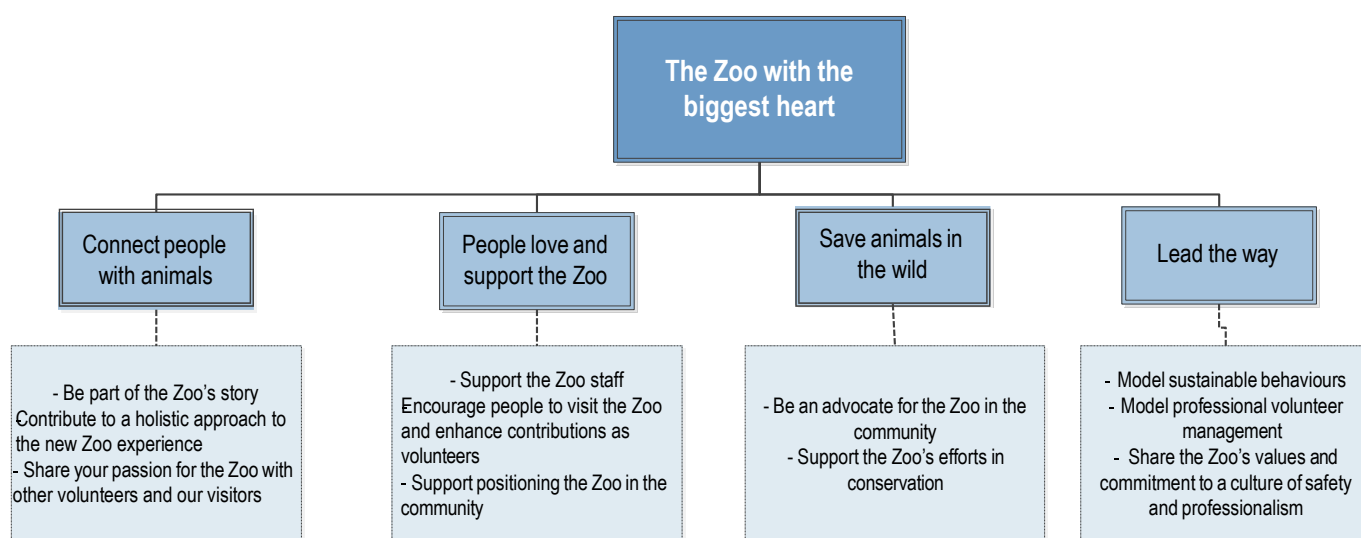


Visitor Ranger Volunteer

Visitor Ranger Volunteers support the Zoo through connecting people with animals and fostering love and support for the Zoo. They are out and about in the Zoo engaging our visitors and welcoming them to our wild party. This includes providing visitors with animal information, answering questions, providing directions, and supporting Zoo events and activities. They also provide support in showcasing our conservation and sustainability initiatives and helping to ensure that we are a voice to be heard when it comes to leading the way.

Organisational Context:



Key Relationships:

External

- All visitors to Wellington Zoo

Internal

- All Zoo staff
- Other volunteers

Key Areas of Support:

Visitor Ranger Volunteers show their love and support for the Zoo by providing support across the following areas:

- ☐ Engaging with visitors
- ☐ Talk support
- ☐ Event Support
- ☐ Helping with activities in the Zoo
- ☐ Ensuring the Zoo is ready and welcome for visitors
- ☐ Conservation and Sustainability Support
- ☐ Zoo Product Support
- ☐ Health and Safety

Visitor Ranger Volunteers: Tasks & Activities	
1	Visitor Interactions and Conversations <ul style="list-style-type: none"> <input type="checkbox"/> Help visitors feel welcome and engaged <input type="checkbox"/> Purpose driven conversations with visitors on key subjects e.g. Zoo products, Zoo history, animals etc. <input type="checkbox"/> Help with directions and wayfinding <input type="checkbox"/> Help visitors plan their day around things such as talks, special activities, weather etc. <input type="checkbox"/> Answer visitor questions <input type="checkbox"/> Collect visitor surveys <input type="checkbox"/> Help to ensure the Zoo is welcoming and ready for visitors each day
2	Learning Programme <ul style="list-style-type: none"> <input type="checkbox"/> Help with School Holiday Programme (set up activities, games, costumes etc.) <input type="checkbox"/> Help with Learning events where necessary
3	Talk Support <ul style="list-style-type: none"> <input type="checkbox"/> Gather crowds for talks and manage crowd placement during talks <input type="checkbox"/> Q&A before and after talks <input type="checkbox"/> Film/record talks for assessment when asked
4	Event Support <ul style="list-style-type: none"> <input type="checkbox"/> Provide support with event coordination as instructed by staff <input type="checkbox"/> Run activities during events <input type="checkbox"/> Assist with setup/pack down of events <input type="checkbox"/> Support external events <input type="checkbox"/> Ask for visitor permissions and take photos at event days
5	Activity Planning and Implementation <ul style="list-style-type: none"> <input type="checkbox"/> Assist staff in developing new activities for visitor programmes ie: International Animal Days <input type="checkbox"/> Run visitor activities in various areas of Zoo ie: wearing mascot costumes, handing out stamps, playing games etc.
6	Conservation and Sustainability Support <ul style="list-style-type: none"> <input type="checkbox"/> Support external conservation events <input type="checkbox"/> Engage visitors through conversation and activities in our conservation and sustainability initiatives
7	Zoo Product Support <ul style="list-style-type: none"> <input type="checkbox"/> Ensure visitors are aware what products and services the Zoo has to offer ie: Encounters, Zoo Crew memberships, venues, sleepovers, venues etc
8	Health and Safety <ul style="list-style-type: none"> <input type="checkbox"/> Take appropriate care of your own health and safety in the Zoo environment and the health and safety of others <input type="checkbox"/> Raise health and safety concerns that are affecting your work as soon as possible with the Visitor Experience Team Leader <input type="checkbox"/> Comply with any reasonable instruction that enables WZT to comply with workplace health and safety legislation

- ❑ Report health and safety hazards, near misses, injuries and accidents immediately or as soon as possible to the Visitor Experience Team Leader
- ❑ Participate in required training, meetings and other health and safety related activities
- ❑ Proactively contribute to Wellington Zoo's culture of commitment to the health and safety for staff, volunteers, visitors and others

Commitment and Skills

Visitor Ranger Volunteers need to have the right skills and interests and be able to commit to regularly volunteering for a minimum of four hours (half a day) per fortnight.

The skills, experience and attributes Visitor Ranger Volunteers need to have are:

- personable, outgoing and good with people of all ages
- confidence and good communication and interpersonal skills
- a moderate level of fitness as you will be out walking around in the Zoo
- love working outdoors
- a keen interest in people, animals and/or education and a willingness to learn
- enjoy being part of a team.

While not essential, the following is an advantage:

- knowledge of animals, conservation, or sustainability
- previous experience in teaching/facilitating events
- previous experience working with children

In return for your support you will receive a uniform, training and the opportunity to become more closely involved with an organisation that is committed to caring about people, animals and our environment.

Me tiaki, Kia ora!