



**CONNECT
CARE
CONSERVE**

+ EXPLORATION GUIDE

Exploration Guides are interpretive guides who provide daily interpretive and educational experiences to enhance guest connection to BZC's animals and conservation initiatives at interpretive stations across BZC.

+ Position Relationships

Department: Education & Community Engagement / Mission-Based Programs

Reports to: Manager of Public Engagement & Training and Adult Volunteer Program Manager

+ Primary Assignments and Expectations

Exploration Guides are asked to serve regular shifts on a designated day of the week – their duty day – for a minimum of 4 hours each shift, twice per month. Shift responsibilities may include:

- Answering general questions and providing general information about BZC
- Interpreting BZC animals, habitats, biofacts, and conservation messages at various interpretive stations
- Following an assigned schedule during each shift
- Participating in the development of interpretive programming and activities, as assigned
- Facilitating interpretive games, crafts, and other activities
- Developing and conducting formal or informal tours or chats, as assigned
- Notifying supervisor of any questions, concerns, and feedback shared by guests while on duty
- Informing guests of park rules and code of conduct and notifying Security of any unusual circumstances and/or emergencies regarding guests or animals throughout BZC

+ Additional Responsibilities

Exploration Guides may be asked to lend their interpretive skills to special events and projects outside their assigned duty days. If assigned, Exploration Guides will report to a designated staff person involved in the event or project for the duration of their shift.

+ Position Requirements and Specifications

All Exploration Guides must:

- Be at least 18 years old
- Be able to commit to regular service on duty days between April and October if serving seasonally, or January through December if serving year-round
- Successfully complete the interpretive training process and demonstrate the ability to research animal ecology using credible and scientifically supported resources
- Participate in mandatory interpretive refresher trainings and continuing education throughout their tenure
- Demonstrate excellent communication and interpersonal skills
- Be committed to providing guests with the highest standards of customer service
- Be reliable and dependable
- Have experience and/or ability using Google Sheets
- Have experience and/or ability to work and interact effectively with a diverse, multicultural, and multigenerational audience
- Contribute a minimum of 50 hours of volunteer service annually
- Upon acceptance, complete Adult Volunteer Program compliance training and forms and become familiar with Adult Volunteer Handbook

+ Physical Requirements

All Exploration Guides must:

- Be able to sit, stand, and/or move short distances for up to 4 hours at a time (*accommodation may be offered for volunteers who use motorized scooters and wheelchairs in many, but not all, habitats*)
- Be able to volunteer outdoors in different types of weather, especially unusually warm summer days and unusually cold winter days
- Be able to volunteer in buildings with varying temperature and humidity levels throughout the year (*not all indoor habitats and event spaces are air-conditioned*)
- Be able to tolerate sometimes crowded, hectic, and noisy conditions
- Be able to tolerate the possibility of encountering a variety of odors and soiled circumstances, such as animal waste or guests, especially children, who become ill
- Be able to comprehend and retain knowledge of guest amenities, locations of animals, habitats, and attractions, procedural knowledge including emergency procedures, and animal information; must be able to communicate this knowledge to BZC guests

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Brookfield Zoo Chicago is a private nonprofit organization operated by the Chicago Zoological Society on land owned by the Forest Preserves of Cook County.