

## **Education and Tour Department Job Posting**

Posting Date: February 18, 2017

Position Title: Education and Tour Facilitator – Seasonal Full Time

Time Period: March 11 – September 30, 2017

Hourly wage: \$10.85



The Greater Vancouver Zoo is looking for Education and Tour Facilitators to drive our Safari Express Miniature Train, facilitate birthday parties and other special events, as well as educate and entertain our guests during our peak season.

### **Job Duties:**

- Understand Greater Vancouver Zoo Emergency Procedures
- Willing to learn about the Greater Vancouver Zoo's history, infrastructure, schedule of events, and the animals who inhabit the facility
- Demonstrates respect for the Greater Vancouver Zoo and the people who work, volunteer at, and visit the facility
- Uses excellent customer service skills to deliver train tour and other programs, as well as answer inquiries from various clients including teachers and the general public
- Assists with the orientation and training of new and existing Greater Vancouver Zoo staff and volunteers when required
- Assists with maintenance of records
- Assists any other Zoo staff and departments as required
- General cleaning and maintenance (non-mechanical) of train and track
- General cleaning and maintenance duties as required
- Ordering of any necessary supplies and tools for Education and Tour department
- Other duties as required

### **Responsibilities:**

- Pass 20-hour train training program, quizzes and exam
- Responsible for safety inspection of train and track; report any unusual findings to applicable manager in a timely manner
- Responsible for monthly track gauging, recording data, and reporting any deficiencies to Education Manager or train mechanic
- Ensure that train is clean throughout the day; cars and car floors swept or mopped, train station area swept clean, spray away animal droppings, and pick up garbage
- Perform a 15-20-minute narrated train tour to our guests around the perimeter of the Zoo. This includes keeping up to date on new animals and any other changes within the Zoo. Ensure guests are aware of all safety procedures before leaving train station
- Responsible for safety of guests and volunteers

### **Qualifications:**

- Willing to complete a Criminal Record Check
- Complete and valid BC Driver License (no L or N)
- Demonstrates excellent interpersonal and customer service skills
- Available to work weekends, various shifts and holidays
- Occupational First Aid Level 1, WHMIS Certification, and FoodSafe Certification an asset

Submit resume and cover letter to Barbara Lafresnaye, Education and Tour Manager by March 5, 2017 at [blafresnaye@gvzoo.com](mailto:blafresnaye@gvzoo.com)