



**Position:** Train Driver and Education Tour Guide

**Department:** Education

**Reports to:** Education Supervisor,

**Rate:** Minimum wage

### **Position Requirements:**

The Train Driver and Education Tour Guide is responsible for the operation of the Safari Express Miniature train by driving and narrating, as well as the safety of all guests on the locomotive. The Train Driver and Education Tour Guide is responsible for facilitating and hosting educational tours, animal encounters, birthday parties and summer camps.

### **Key Responsibilities:**

- 1). Uses excellent customer service and public relations skills to deliver programs to walking groups, as well as answer inquiries from various guests
- 2). Responsible for driving and narrating the train on a daily basis for guests of the GVZoo.
- 3). Responsible for ensuring ambassador section times are posted in relevant areas and are conducted as scheduled
- 4). Provides information regarding the amenities at the Greater Vancouver Zoo (eg. hours of operation, daily activities and presentations, info regarding concession and gift shop, etc.)
- 5). Enforces zoo rules, policies and guidelines
- 6). Keep ambassador sections clean and free of garbage and debris
- 7). Assist Animal Care staff with miscellaneous duties related to the ambassador section
- 8). Performs/hosts or assists with Education Programs, Outreach Programs, Birthday Parties, Jr. Zoologist Camps, sleepovers, special events, etc.
- 9). Facilitates educational games and activities throughout the Zoo. This includes assembling supplies, setting up/taking down, and the ability to manage small crowds.
- 10). Demonstrates respect for the Greater Vancouver Zoo and the people who work, volunteer at, and visit the facility
- 11). Other duties as required by the supervisor or manager.
- 12). Must be willing to work weekends and holidays
- 13). Understand, accept, and follow Greater Vancouver Zoo Policies and Procedures, including Emergency Procedures.

**Knowledge and Experience:**

Must have driving experience and experience in customer service. Previous training or experience related to delivering presentations, facilitating programs or education is a strong asset.

Must have strong verbal communication skills. Demonstrated ability to establish and maintain effective working relationships with co-workers, volunteers and visitors.

**Education Required:**

High school diploma or equivalent

Post Secondary education in the fields of biology, environmental studies, teaching, or similar fields is considered an asset.

*The above listed tasks are the responsibilities of the Train Driver and Education Tour Guide employed by the GVZoo. The Train Driver and Education Tour Guide is not limited to the tasks listed above and may be required to perform additional tasks as assigned by Supervisors and Management.*

This is a seasonal contract; part-time or full-time positions available.

Submit resume to: [hr@gvzoo.com](mailto:hr@gvzoo.com)