



POSITION AVAILABLE

EDUCATION PROGRAM SPECIALIST (PART-TIME)

Pay Rate / Benefits / How to Apply

- This is a part-time non-exempt hourly position.
- Rate of Pay \$17.00 per hour.
- Sick Time is accrued based on hours worked, and is available once accrued (1 hour for every 30 hours worked).
- Buffalo Zoo family membership (after passing 60-days worked probationary review).
- Associates are eligible for discounts while employed at food service and gift shop. Food service discount is 30%. Gift shop discount is 20% (on purchases of \$10 or more).

Please submit resume outlining education and experience to (no phone calls please – position open until filled):

Lori O'Day email: loday@buffalozoo.org

Buffalo Zoo

Attn: Education Program Specialist PT (family programs)

300 Parkside Avenue

Buffalo, NY 14214

Basic Purpose and Responsibility:

Under the supervision of the Director of Education and Community Partnerships, the Part-Time Education Program Specialist is responsible for supporting administrative tasks and instructing specified, fee-based educational programs including but not limited to Summer Zoo Camp, early childhood education programs, outreach (Zoomobile), and other programs provided for families or the public at the Buffalo Zoo or within the community. Oversight of these programs is shared with the Full-Time Education Program Specialist.

Essential Functions:

- Primary accountability for specific functions and results. The list of essential functions is not exhaustive and may be supplemented or changed as necessary.
- Aids in development of, teaches and implements themes and general lesson plans for specific fee-based programs as noted above.
- Assists the Director of Education and Community Partnerships and the Full-Time Education Program Specialist in establishing a plan designed to effectively increase awareness of offerings and promote program enrollment.
- Participates with the Director of Education and Community Partnerships and the full-time Education Program Specialist in the hiring of instructors/facilitators (including seasonal associates), and aides to support each program.
- Helps the Full-Time Education Program Specialist lead the instructors/facilitators, aides, and Docents including team training, as well as in the coordination of all administrative details needed for the implementation of program curriculum including the acquisition of materials used for programs and their respective activities.
- Assesses the effectiveness of programs through a formal evaluation process.
- Oversees the care and maintenance of the Tree House Play Space, interpretive exhibit components, and signage.
- Must deliver exceptional customer service by engaging with guests on a regular basis to create a friendly, memorable and positive experience. Ability to respond to common inquiries, requests, or complaints from guests and/or staff in a kind and courteous manner.
- Ability to effectively promote the organization.
- A strong and effective communicator and supportive team player.

- Possess a can-do attitude, be resourceful, and communicate respectfully with everyone.
- Interact with courtesy, professionalism, and respect to staff, volunteers, and guests consistent with the organization's mission and core values.
- Verbal and written ability to communicate with Zoo staff. Able to interact positively with a variety of individuals from varied socioeconomically backgrounds frequently.
- Assists with husbandry care of education department's ambassador animal collection as needed.
- Informs Director of Education and Community Partnerships of any relevant issues pertaining to job responsibilities.
- Performs other duties as assigned by the Director of Education and Community Partnerships and/or Education Manager.

Education / Experience / Special Skills:

Position Qualifications:

To perform at a proficient level and be fully qualified, a person would expect to have:

Education (Minimum Desired):

- Bachelor's degree in a zoo-related science and/or education or Associate's degree and equivalent experience.

Experience (Minimum Desired):

- Minimum six months teaching/public speaking or equivalent to wide range of audiences.
- Animal handling experience preferred.

Special Skills:

- Well developed writing, organizational and communication skills.
- Ability to supervise in a manner conducive to full performance and high morale.
- Working knowledge of personal computers and software applications preferred.

Other:

- Must support Buffalo Zoo's Vision, Mission and Core values.
- Must support the Buffalo Zoo's DEAI values.
- Must possess or be able to obtain within 30-days of employment a valid New York State driver's license and have an average or better driving record based on the evaluation process of our insurance company. Retention of position is contingent upon maintaining required license. Must upgrade to classification appropriate to requirements (non-CDL or CDL class).
- Successful completion of a post-offer pre-employment general medical screen and drug test.
- Successful completion of a post-offer pre-employment background check.
- Must understand the requirements, essential functions and duties of the position as per the job description, and certify such by signing the job description acknowledgement form prior to first day of work.
- Must be able to operate a computer, two-way radio, telephone system, and software on computer, printer, etc. after training.
- Must be willing to comply with department's Personal Protective Equipment (PPE) policies and procedures.
- Must provide proof of negative TB test at hire (within the last 12 months). TB test conducted annually.
- Regular attendance and punctuality are essential functions of the position.
- Must be able to work weekdays, weekends, holidays and requested overtime as necessary.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with

disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. Use computer hardware and software for extended periods of time (repetitive motion). Sitting for long periods of time. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

The Buffalo Zoo is an At Will employer and all Buffalo Zoo employees are subject to employment eligibility and background security checks as well as testing for illegal substance use as allowed by law.

Equal Opportunity Employer