



Position Title: Volunteer Programs Coordinator

Position Overview: The Zoo Boise Volunteer Programs Coordinator is responsible for volunteer recruitment, placement, management, growth, and motivation for Zoo Boise's 300+ volunteers (teens and adults, individuals and groups) who provide support for animal caretakers, conservation education, fundraising special events and zoo enhancement projects. The ideal candidate works well with people from all demographics and enjoys working collaboratively in a fast-paced environment.

Employer: Friends of Zoo Boise

Reports to: Director of Education

Schedule: Five day workweek, with option of a Tuesday- Saturday or Sunday – Thursday, 8am-5pm schedule. Some flexibility, including evenings and holidays, to cover zoo events and trainings.

About Zoo Boise: Zoo Boise is a 14-acre zoo located in beautiful Julia Davis Park of downtown Boise, Idaho. Our mission is to connect our visitors with animals to inspire and involve our community in the conservation of wildlife worldwide. It is home to over 300 animals from 100 species, receives more than 340,000 visitors annually and is accredited by the Association of Zoos and Aquariums. Zoo Boise is operated by Friends of Zoo Boise and the City of Boise's Parks & Recreation Department. www.zooboise.org

Responsibilities:

Develop, promote, and maintain volunteer opportunities at Zoo Boise

- Collaborate with Zoo departments (animal care, education, special events, and maintenance) to assess volunteer needs
- Maintain volunteer job descriptions for each volunteer assignment
- Conduct and/or arrange volunteer orientations and trainings
- Schedule volunteer activities
- Develop and manage volunteer policies, procedures, and standards of volunteer service
- Oversee volunteer program budget
- Organize and participate in volunteer recognition programs and special events
- Evaluate all aspects of the volunteer program to ensure effectiveness and to recommend/implement changes as needed
- Maintain accurate records and provide volunteer activity reports utilizing an online volunteer management program
- With Interpretation Coordinator, facilitate monthly continuing educational opportunities regarding relevant topics
- Regularly communicate and distribute volunteer program information to Zoo staff

Recruit, interview, and place applicants for volunteer service

- Work with Communications staff and professional associations to publicize opportunities for volunteers.
- Develop and maintain relationships with other volunteer organizations in the Boise area.
- Act as primary point of contact for potential and current volunteers
- Confer with volunteer to promote cooperation and interest

Supervise Volunteer Program staff, including part-time and seasonal employees

- Direct employees' work, communicate, motivate, and take corrective action related to employees' performance
- Recommend and/or effect the full range of duties (with appropriate managerial review), including hiring, performance evaluations, transferring, promoting, assigning of significant duties, rewarding, disciplining, and terminating employment
- Conduct regular feedback sessions with team members

Other duties as assigned.

Salary & Benefits: Starting salary is \$21.00. Vacation, medical and retirement plan benefits are available.

Requirements

- Bachelor's degree or equivalent work experience in human resources, communications, volunteer management, non-profit organization management or similar field.
- Enjoys working with diverse groups of people of all ages, abilities and learning styles.
- Ability to work in a variety of outdoor weather conditions and traverse zoo property
- Animal-handling experience or willing to be trained to handle and teach about many types of animals, including mammals, birds, reptiles (including snakes), and invertebrates, both aquatic and terrestrial.
- Excellent organizational and time management skills.
- Communicates and interacts in a positive, professional, and team-oriented manner with various populations such as: colleagues, volunteers, students, general public and organizational partners.
- Committed to the wildlife conservation goals of Zoo Boise.
- Valid Driver's License, good driving record and reliable transportation.
- U.S. citizen, national or lawful permanent resident.
- Submit to a criminal history background check.
- Negative TB test

Preferred Qualifications

- Background in biology or science/environmental education

To apply, send cover letter, resumé and references by September 28th, 2023 to:
tball@cityofboise.org

or

Tierney Ball, Director of Education
Friends of Zoo Boise
355 Julia Davis Drive
Boise, ID 83702

No phone calls please.