



Position Title: Volunteer Program Specialist

Position Overview: The Volunteer Program Specialist participates with the Friends of Zoo Boise Education Department team in providing zoo guests with engaging and meaningful educational experiences regarding animals and their habitats. The Volunteer Program Specialist will work with the Volunteer Coordinator to provide training, guidance, and management for all Zoo Boise volunteers.

Employer: Friends of Zoo Boise, Education and Volunteer Services Department

Reports to: Volunteer Program Coordinator

Schedule:

- Full-time, 40 hrs/week, Tuesday-Saturday 8AM - 5PM
- Some evenings, for select trainings and special events, and some holidays will be required; advanced notice will be provided.

Compensation:

- \$16-18 per hour
- Vacation, medical benefits, retirement, and savings plan available.

Job Duties:

- Assist with volunteer recruitment, onboarding, orientation, training, management, and evaluation for Zoo Boise volunteers of all ages
- With the Volunteer Coordinator, manage volunteer schedules and daily guest experiences, including Butterflies in Bloom habitat, Conservation Cruise, Giraffe Encounter, Sloth Bear Encounter, Zoo Farm encounter, face painting fundraiser, animal ambassador encounters, and biology & ecology themed demonstrations
- Assist with planning and coordination of volunteer recognition activities
- Maintain communication with volunteers via email, biweekly newsletter, and volunteer database
- Maintain a clean and orderly Volunteer Center
- Build and maintain relationships with volunteers
- Other duties as assigned

Requirements:

- Basic knowledge of Microsoft office
- Ability to work in a variety of outdoor weather conditions
- Ability to traverse the zoo property
- Previous animal handling experience or willingness to be trained
- Ability to teach about many types of animals including mammals, birds, reptiles, and invertebrates
- Excellent organizational and time management skills
- Ability to work flexible work schedule including nights and weekends

- Willing to submit to and pass a criminal history background check
- If employment offer is made, offer is contingent upon receipt of negative TB test documentation within the previous 12 months before start date

Preferred Qualifications:

- Pursuing or obtained bachelor's degree from an accredited institution in non-profit management, human resources, museum studies, communications, environmental studies, education, or related field
- Experience working with volunteers
- Ability to work in a fast-paced environment and handle multiple tasks simultaneously
- Independent, self-motivated, creative, and resourceful; enjoys working with a diverse group of people
- Demonstrate a positive, cheerful, professional, and customer-service oriented attitude
- A commitment to the wildlife conservation goals of Zoo Boise

About Zoo Boise: Zoo Boise is a 17-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 340,000 visitors annually and is accredited by the Association of Zoos and Aquariums. The Friends of Zoo Boise is a 501(c)(3) membership organization that supports Zoo Boise in the area of animal acquisition, capital improvement projects, education programs, volunteer opportunities, and special events. The goal of each of these components is to increase public awareness, knowledge, and appreciation of the zoo, wild animals, animal habitats, species conservation, and the environment. zooboise.org

Working Conditions: While performing the duties of this job the employee is regularly lifting/carrying up to 10 lbs., rarely lifting/carrying up to 35 lbs. Also, the employee is rarely pushing/pulling up to 35 lbs. Work includes sensory ability to talk, hear, and smell. Employees will sit, stand, walk, stoop, kneel, crouch, crawl, reach, grasp, climb, and balance. Position requires hand/finger dexterity.

Working Environment: The work environment will include inside conditions, outdoor weather conditions, in wet and humid conditions, with areas of dust, odors, mist, gases, or other airborne matter.

To Apply: To apply, send cover letter, résumé and references to tball@cityofboise.org. Position open until Friday, September 5, 2025, with first round of review happening Sunday, August 31, 2025.

No phone calls, please.