



# **VOLUNTEER AMBASSADOR PROGRAM ORIENTATION**

Thank you for your interest in volunteering at Cleveland Metroparks Zoo. Volunteers are an important part of the Zoo team helping to accomplish our mission to save animals and their habitats. Ages 18+.

## **APPLICATION:**

- 1.) Application to Become a Cleveland Metroparks Volunteer
- 2.) Watch Volunteer Program Information Session (a link will be emailed to all interested volunteers in mid-March)
- 3.) Complete Online Background Check
- 4.) Zoo Volunteer Interview (will take place virtually in April)

## **TRAINING:**

- 1.) Online Training Modules (Completed before attending in-person volunteer workshop)
- 2.) In-person Workshop (2-3 hours)- will take place Saturday, June 7<sup>th</sup>
- 3.) Mentored Volunteer Shifts

Applicants accepted to the training program will be provided with login information for the online-training modules. These trainings must be taken within one month but may be completed much quicker (total time for all online modules is approximately 2.5 hours). At the completion of the online modules, trainees will be scheduled for an In-person volunteer workshop with other new volunteers. Following the in-person workshop, you will be paired with an experienced volunteer, called a mentor, to continue training on-site at the Zoo.

## **COMMITMENT AND SCHEDULING:**

Minimum commitment of 1 year of service and 36 Zoo hours from the Zoo Ambassador program per calendar year. The recommended minimum service is once per month. Volunteers will have access to an online scheduling system and will be able to pick from a variety of available shifts each month.

## **ZOO AMBASSADOR QUALIFICATIONS**

Zoo Ambassadors provide extra eyes, ears, and smiles at the Zoo and contribute to many facets of the guest experience and Zoo operations. Therefore, we are looking for individuals who have:

- Friendly and helpful demeanor
- Ability to communicate effectively
- Ability to adapt to a constantly changing environment
- Ability to work independently and represent the organization in a positive manner

## **ZOO AMBASSADOR VOLUNTEERING:**

The primary focus of zoo volunteers is interacting with zoo guests. Duties include:

- **Ambassador roving shifts:** Help Zoo guests enjoy their visit by providing directions, answering questions, pointing out animals, and sharing your passion for the zoo
- **Special events:** Assist in a variety of ways at zoo events, from ticket taking and crowd control to wayfinding and more. Special events included Asian Lanterns, Trick-or-Treat Fest, Wild Winter Lights and more!
- **Animal / Attraction Attendant:** Assist at various zoo animal exhibits or other summer programming providing guest assistance.
- **Continuing Education:** Learn about zoo programs, exhibits, conservation partners, and more.

*\*\*Please note this volunteer program does not include any animal care or animal handling opportunities currently.*

## **ADDITIONAL POSITIONS:**

Current Zoo Ambassadors may apply for the opportunities listed below. Please note that none of our volunteer opportunities have direct animal contact. These positions may also not be immediately available, and you will need to actively volunteer in the Zoo Ambassador roles listed above, meeting all expectations and requirements in order to remain eligible for these positions:

- Administration Volunteers
- Leadership Committees
- Short Term Animal Behavior Monitoring Projects

## **YOUR NEXT STEPS:**

Review this document to ensure the Zoo Volunteer Program is a good fit for your schedule and desires to volunteer.

Complete an online application at: [Zoo Volunteer Application](#)

**To receive a link to watch a brief information session and gain access to sign-up for your new zoo volunteer interview, we ask everyone to apply no later than the end of the day on Thursday, March 13<sup>th</sup>.**

Contact Info:

If you have additional questions, you may reach Volunteer Services Staff at

216.635.3395; [jb11@clevelandmetroparks.com](mailto:jb11@clevelandmetroparks.com). Or 216.635.3396; [edb1@clevelandmetroparks.com](mailto:edb1@clevelandmetroparks.com).