

**Arizona Zoological Society
The Phoenix Zoo
Volunteer Position**

Job Title: Trail Host

Department: Experiences

Supervisor: Volunteer Activities and Zooteen Supervisor

Shift: Monday - Sunday; 9am - 1pm or 1pm - 5pm

General Statement: Trail Host Volunteers interact with guests, aiding them in locating hard to find animals and answering questions.

Essential Duties:

1. Monitor the public's interaction with exhibit animals to help maintain the safety of both guests and animals.
2. Attend Pre-Shift Briefing 15 minutes before start of each shift.
3. Show up for every shift on time. After 2 unexcused absences your volunteer position will be reassessed.
4. Attend one 4 hour shift per week
5. Interact with guests using age-appropriate conversation.
6. Enhance guests' experience through educational interpretation.
7. Communicate the Zoo's messaging to guests
8. Attend training(s).
9. Assist with crowd control and flow through exhibits.

Qualifications:

1. Interest in teaching and engaging guests of all ages.
2. Interest in learning animal and natural history information.
3. Excellent customer service skills.