



JOB TITLE: Docent Coordinator

REPORTS TO: Director of Conservation Education

FLSA STATUS: Non-Exempt

TYPE OF POSITION: Full-Time

JOB SUMMARY: The Docent Coordinator (DC) is responsible for developing, implementing and maintaining an exemplary docent program to support Lehigh Valley Zoo (LVZ). Reporting to the Director of Education (DOE), the DC serves as the primary point of contact for the Interpretive Ambassador and the docent team. As such, the DC is responsible for providing docents with a positive and rewarding experience and ensuring that docents provide zoo guests with quality engagements and activities that inspire and educate. This position works collaboratively with Education staff, and other departments to coordinate a variety of interactive activities within the zoo. The Docent Coordinator will also work closely with the Volunteer Coordinator (Marketing) as both teams will likely utilize some of the same volunteers and will need to coordinate things such as schedules, surveys and communications.

MAIN DUTIES AND RESPONSIBILITIES

- Create and implement a strategic docent recruitment and retention plan, placing emphasis on candidates whose interests and values match that of LVZ.
- Seek out, engage, , train, oversee and appropriately delegate assignments to docents
- Increase docents' understanding of LVZ's vision, mission, goals, and messaging.
- Conduct and/or arrange for docent orientation and training.
- Manage the scheduling of all docent activity. Work with Volunteer Coordinator to ensure proper overlap of any docents as needed.
- Maintain Standard Operating Procedure (SOP) for each docent assignment.
- Develop, promote, and maintain a wide range of meaningful docent opportunities to meet the needs of the docents, the LVZ and the LVZ's various departments and areas of operations, with the goals of guest education and revenue creation.
- Confer with the DOE regularly to assess the need for docent positions.
- Work with Volunteer Coordinator to create and maintain policies and procedures for docent recognition and incentive programs and special functions.
- Work with Volunteer Coordinator to maintain accurate records and provide timely statistical and activity reports on docent participation.
- Host and attend recruiting events and outreach opportunities within the community to attract qualified candidates.



- Provide ongoing support and guidance for docents, while striving to resolve grievances and promote cooperation.
- Create and conduct docent surveys to rate the effectiveness of our docent program to ensure a high retention rate.
- Work with Volunteer Coordinator to create and distribute docent communications.
- Create proper messaging at docent-supervised exhibits and activity stations.
- Staffing all interactive activities which include but are not limited to Giraffe feeds, Lorikeet walk through, Barnyard, Goats, and Kangaroo walkabout.
- Be available to provide a flexible work schedule, that requires one weekend day a week.
- Other duties as assigned

SKILLS COMPETENCIES

- High proficiency in all areas of Microsoft Office to include Outlook, Word, Excel and PowerPoint.
- Detail oriented and organized.
- Excellent written communication skills.
- Able to communicate effectively.
- Motivated self-starter with the ability to work independently with purpose and accuracy as well in a group setting.
- Excellent time management with ability to multitask and adhere to deadlines.
- Ability to develop and maintain effective working relationships.
- Demonstrated leadership abilities and strategic thinking.
- Conflict resolution and coaching skills.
- Teamwork mindset
- Flexibility
- Public Speaking

QUALIFICATIONS AND EXPERIENCE

- High School Diploma with a minimum of 2 years of related work experience
- Associate degree in related field Preferred

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- **Physical Demands:** While performing the job duties of this position, this position involves walking throughout the zoo grounds, standing for long periods of time, and other physical tasks including sit; stand; use hands to fingers; handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop; talk or hear. Employee must occasionally lift and/or move/transport up to 20 pounds.



Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

- **Work Environment:** The noise level in the work environment is usually minimal. This position entails working indoors and outdoors in various types of weather conditions for extended periods of time throughout the work day.

The employee is expected to adhere to all company policies while employed. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee Name: (Please Print) _____ Date: _____

Employee Signature: _____