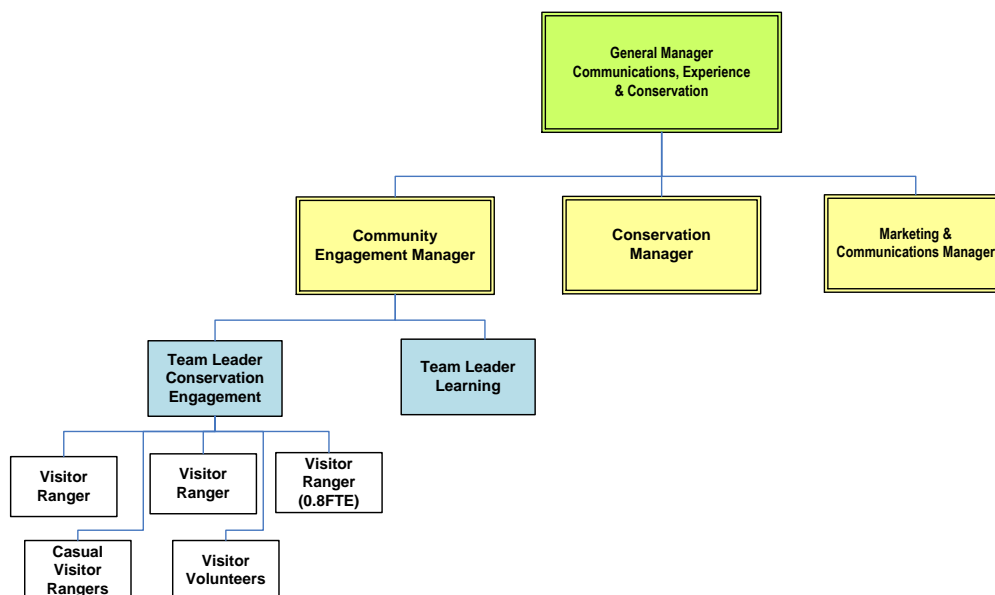


POSITION DESCRIPTION

Job Title:	Visitor Ranger
Responsible To:	Team Leader Conservation Engagement
Responsible For:	N/A
Position Purpose:	To provide the best possible experience for all Zoo visitors, every day. To deliver thematic message driven talks, engage visitors with conservation actions, to deliver visitor events, assist with set up and delivery of Zoo sleepovers and assist with the Volunteer Visitor Ranger programme. Visitor Rangers will be the visitor champion, and engaging with visitors will be their primary focus. They will ensure the whole Zoo is a great place for our visitors to be. Visitor Rangers will ensure that all visitor programmes are delivered to a high quality, in a consistent manner and underpinned by strong conservation action messages to encourage community action for conservation. They will support the Team Leader Conservation Engagement and the wider Community Engagement team to ensure a strong and integrated visitor focus in all Zoo activities. Visitor Rangers will be friendly and approachable and will go out of their way to deliver excellent customer service to all Zoo visitors.
Date:	May 2019

Organisation Context:



Important Functional Relationships:

External

- All visitors to Wellington Zoo

Internal

- Community Engagement team
- Animal Care team
- Casual staff
- All Zoo staff
- Volunteers

Key Result Areas:

The position of Visitor Ranger encompasses the following functions or Key Result Areas:

- Visitor Engagement

- Team Work
- Relationship Management
- Visitor Programmes
- Health and Safety

The requirements in the above Key Result Areas are broadly identified below:

Jobholder is accountable for	
1	<p>Visitor Engagement</p> <ul style="list-style-type: none"> <input type="checkbox"/> Make visitors feel welcome and ensure visitors enjoy a friendly, enjoyable and learning rich visit. <input type="checkbox"/> Delivering excellent face to face interpretation to our visitors, through talks, Close Encounters, visitor activities and casual interactions <input type="checkbox"/> Integrate the Zoo's conservation action messages into all visitor programming including events and activities <input type="checkbox"/> Research content for, and deliver, appropriate talks, Close Encounters and learning sessions to visitors <input type="checkbox"/> Ensure animal talks and Close Encounters are evaluated and refreshed on a regular basis <input type="checkbox"/> Develop a vibrant and exciting learning environment in keeping with specified outcomes for all ages including conservation based activities <input type="checkbox"/> Ensure visitors remain top of mind for all Zoo staff and act as the visitors' advocate when required <input type="checkbox"/> Ensure the Zoo is ready for visitors on opening every day
2	<p>Team Work</p> <ul style="list-style-type: none"> <input type="checkbox"/> Carry out responsibilities in a manner which promotes the values of the Zoo, working cooperatively and effectively with all Zoo staff <input type="checkbox"/> To support Team Leader Conservation Engagement in all relevant tasks including rostering and planning for the Visitor Ranger team and Visitor Ranger volunteers <input type="checkbox"/> To assist with training new staff and Visitor Ranger volunteers to deliver best possible visitor programmes outcomes <input type="checkbox"/> To assist with co-ordination and mentoring of casual staff <input type="checkbox"/> To support Team Leader Conservation Engagement with training and day to day management of Volunteer Visitor Ranger programme to deliver best possible visitor programmes outcomes
3	<p>Relationship Management</p> <ul style="list-style-type: none"> <input type="checkbox"/> Establish and nurture sound working relationships within the Community Engagement team and volunteers <input type="checkbox"/> Establish and nurture sound working relationships with all Zoo staff. <input type="checkbox"/> Build excellent relationships with all Zoo visitors <input type="checkbox"/> Treat all Zoo visitors with respect and courtesy, and interact in a positive manner
4	<p>Visitor Programmes</p> <ul style="list-style-type: none"> <input type="checkbox"/> To assist Team Leader Conservation Engagement with the rostering, set up, co-ordination and delivery of Zoo sleepovers <input type="checkbox"/> To assist with planning, programming and delivery of Zoo events <input type="checkbox"/> To ensure visitor programmes are delivered in a consistent manner strongly underpinned conservation action messages encouraging community action
5	<p>Health and Safety</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure any hazardous conditions, near misses, injuries and accidents are reported immediately to your manager <input type="checkbox"/> Participate in meetings, training and other health and safety activities <input type="checkbox"/> Inform the Safety Improvement Team (SIT) about any areas of concern <input type="checkbox"/> Meet employee responsibilities and contribute to providing a safe working environment for visitors and fellow staff through following safe working instructions and adhering to all health and safety policies and procedures set down by WZT <input type="checkbox"/> Proactively contribute to a culture committed to the health and safety of our volunteers, staff and visitors

Note: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

Person Specification:

Knowledge/Experience

- Interest in people and strong customer focus
- Comfortable presenting to a large audience
- Strong interpersonal skills
- Excellent communication skills
- Interest in informal learning and interpretation

- Comfortable handling animals
- Relevant experience in visitor attraction environments
- Ability to undertake working outdoors with a moderate level of physical fitness
- Available to work weekends and statutory holidays
- Understanding of progressive Zoos and the role of visitor engagement, conservation, sustainability and animal welfare with these organisations

Key Job Competencies

- Leadership
- Decision Making & Problem Solving
- Relationship Management
- Planning & Organising
- Team Work
- Initiative