

POSITION TITLE: Education Specialist

DEPARTMENT: Education

REPORTS TO: Director of Education

POSITION SUMMARY:

This position requires a dedicated individual who will take direction from the Director Of Education in carrying out all exhibit information through education and information advancing this to the general public and public education mission. To understand and extend the conservation efforts, education efforts through the Mission Statement for Butterfly Wonderland.

MAJOR DUTIES AND RESPONSIBILITIES:

- As a member of the Educational Team, you will lead by example by being patient, kind, humble, respectful, honest, and committed when interacting with guests and fellow team members.
- Guest interactions and education is the primary focus.
- Main responsibility and job position is conveying educational material, greeting, gathering guests as they enter the Theater, Emergence Gallery, Entrance Vestibule and Tropical Waters
- Delivery of very specific information relating to behavioral standards and conduct that is expected of our guests. (USDA requires).
- Gives “educational talks”, providing additional information on various exhibit animals. Welcomes and/or proactively engages guests’ interactions.
- Provides and participates in education, public relations, membership programs including facility tours and lectures as directed regarding the BW facility and various exhibits
- When school tours are present, give specific information to students and chaperones. Have the students sit on floor to convey certain guidelines before they go into Conservatory. Mention specific info directly to Chaperones.
- Share pertinent educational information about what guests are viewing. Such as lifecycle of butterfly, how many species we have, where we get them, how long they live, and all other pertinent information regarding the benefits to the environment as a pollinator, aquatic life in the rainforest and tropical regions of the world
- Use headphones to communicate daily. Be aware of crowds and adjust educational information when crowds are larger. Share more info when smaller crowds. Answer guest questions as needed. Speak in front of groups.
- On daily basis, report to Director of Education's designee, for any concerns or issues.
- Be observant to visitors as they experience and walk through Butterfly Wonderland.
- Study resources such as volunteer handbook, books and articles to gain more knowledge about butterflies, moths, reptiles, amphibians, insects, and aquatic life found at Butterfly Wonderland.

REQUIRED EXPERIENCE:

- 1 year guest relations experience.
- Associates degree or greater in biology or related program.
- Knowledge and understanding of general biology.

Responsibilities and working conditions may include:

- Lifting, pulling, pushing of up to 30 lbs. regularly
- Lifting of up to 50 lbs. with assistance
- Standing for up to 2 hours at a time
- Climbing up and down OSHA approved step ladders during maintenance duties
- Tolerating warm, humid conditions inside the conservatory and supporting labs
- Tolerating intense sunlight levels inside the conservatory

Expectations:

Must be in good health and capable of performing strenuous and/or heavy physical labor. Employee must be able to use hands to fingers, handle, or feel; and reach with hands and arms.

- Ability to communicate and relate well to all ages of general public and with co-workers
- Ability to perceive and respond to verbal and visual direction, as well as surrounding environment
- Ability to work, walk and stand for long periods of time
- Ability to work flexible hours to include weekends and holidays
- Ability to work as part of a team in a constantly changing environment, as well as individually, with minimum supervision
- Must be able to follow all safety protocols noted in the Crisis Manual
- To be comfortable with operating computers, digital equipment

Required Experience:

- Knowledge and understanding of general biology and basic geography
- Valid driver's license with good driving record
- Successful completion of pre-employment drug and background screening

CORE VALUES

HONESTY: Transparency in all aspects

INTEGRITY: Do what is right, not popular

DEDICATED: People, animals and environment

RESPECTFUL: Resources & Community

GRATITUDE: Who we are, what we do & the ability to create it

COLLABORATE: To better ourselves, our communities & the s, volunteers, staff and the general public.

This Job description has been approved by all levels of management:

Employee Signature constitutes employees understanding of the requirements, essential functions and duties of this position.

Employee _____ Date _____

