



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 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. 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

PHYSICAL AND MEDICAL REQUIREMENTS:

- Ability to work a flexible schedule which may include evenings and/or weekends and holidays.
- Successful completion of all pre-employment screening.
- No history of allergy related to animals or plants, which might interfere with ability to work.
- Employee must be able to occasionally lift, move, carry, push, or pull up to 50lbs.
- Ability to stand and walk for long periods of time.
- Ability to use hands to handle or feel; and reach with hands and arms.
- Ability to balance, stoop, kneel, crouch, climb stairs, or crawl.
- Required to frequently talk and hear.
- No impairment of sight, smell, hearing, touch, balance, and agility of movement which might interfere with ability to work.
- Must be able to take directional cues directly or indirectly.
- Ability to work in an environment that may be loud at times.
- Ability to work in all weather conditions, including occasional extreme hot or cold, and wet and/or humid conditions.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- 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 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 exemplify core fundamentals of the Employee Promise, which states:

- I am empowered to take ownership of any opportunity to exceed expectations.
- I anticipate guest needs and pay attention to the details.
- I treat all internal and external customers with respect.
- I am on stage! (Smile)
- I have an attitude of gratitude.
- I get it right the first time.
- I display actions that are moral and ethical.



- I always provide alternative solutions.
- I am committed to learning every aspect of our product and services.
- I use the 10/5 rule, 10 feet I acknowledge my guest's presence with a smile and at 5 feet. I greet them with a courteous word.
- I use name recognition at every opportunity.
- I take personal responsibility for our surroundings.
- I am accountable for my tools and resources.
- I value the contribution of every team member.

Signature

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

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____