

**Education Program Manager**

The Fresno Chaffee Zoo inspires wonder of our natural world, provides an engaging learning environment, and creates a passion for conservation. Serving the central San Joaquin Valley, the zoo is committed to sustaining professional active participation in wildlife conservation, research and wildlife education.

With The Fresno Chaffee Zoo breaking ground January 6, 2014, on our African Adventure and expansion consisting of mixed ungulate and African Elephant exhibits as well as a number of other engaging guest experiences, this is an excellent opportunity to become a member of the dynamic team at the Fresno Chaffee Zoo. There is one full-time, regular, benefited position to be filled at this time. Compensation is based on experience.

Summary

The Education Manager, under the direction of the Curator of Education, oversees education programs both on and off site. Responsibilities include planning, acquisition of materials used for education programs, supervising and directing instructors and presenters both paid staff and volunteers while actively playing a role in the zoo’s emergency response team. Oversees the planning and implantation of programs for current and new exhibits and plays a key role in establishing frame work for excellent guest experiences for these exhibits. This person collaborates with management and staff on behind the scenes opportunities. This is a supervisory position.

Essential Duties and Responsibilities

* Develops ways to enhance the zoo’s goals of providing a great guest experience, excellent animal care, and professional staff environment.
* Promotes staff interaction with guests through presentations, informal talks, and a welcoming, positive attitude. Works closely with other departments to assure the zoo’s goals are met.
* Takes the lead in training staff and volunteers in the proper techniques of Interpretation and guest interaction.
* Manages 15+ education staff members including hiring, training, and scheduling, providing support, disciplinary procedures, and evaluations on job performance for reporting staff as required, as well as providing on-going opportunity for growth, development and enrichment.
* Contributes to a positive and cooperative work environment for staff, volunteers and actively contributes to interdepartmental committees. Assists with research and development of messaging and implementation of educational/interpretive programming and graphics.
* Serves as a spokesperson for the zoo to our community through contributions to select print media and media outlets as well as select public appearances.
* Assists the Curator of Education with the management of our volunteers and docents.
* Assists the Curator of Education with budgeting, goal setting, employee/volunteer retention, strategic planning, safety concerns, and collaboration with other departments in the zoo.
* Perform other duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Successfully demonstrated leadership and management skills.
* Capacity to achieve superior results working both independently and as a member of a team.
* Excellent interpersonal, written and verbal communication skills.
* Good organizational skills with the ability to balance and prioritize multiple tasks and requests, and meet deadlines in a professional manner.
* Availability to work or be on-call 24 hours a day, including weekends, evenings, and holidays.
* Commitment to the mission of the zoo and the institution’s Core Values.
* Excellent written and verbal communication skills.

Education/Experience

Bachelor's degree (BA or BS) from an accredited college or university in the field of education, natural history, zoology, and/or biology preferred; and five years related experience and/or training; or an equivalent combination of education and experience required. Experience in an AZA facility is preferred.

Licenses, Certificates, Skills

Possession of a valid California Driver’s License is required at the time of appointment.

TB test required annually. Solid computer skills, including proficiency working with databases and Microsoft Office Suite, particularly Word, Excel, Outlook and Power Point required.

A proven leader who can perform and motivate staff to perform under ambitious deadlines as well as be a team player that works collaboratively with employees, peers, volunteers and guests.

Physical Requirements 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 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.

While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

Application

If you are interested in bringing your talents and ambition to the Fresno Chaffee Zoo team please send a cover letter and resume to:

[careers@fresnochaffeezoo.org](mailto:careers@fresnochaffeezoo.org) or mail to:   
Fresno Chaffee Zoo Corporation, 894 W Belmont Ave. Fresno, CA 93728.

Applicants can visit [www.fresnochaffeezoo.org](http://www.fresnochaffeezoo.org) to apply online.

Fresno Chaffee Zoo is an Affirmative Action/Equal Opportunity Employer

Applications will be accepted through February 21, 2016