# Role Description
# Guest Experience Volunteer

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| **Cluster** | The Department of Climate Change, Energy, the Environment and Water |
| **Agency** | Environment and Heritage Group |
| **Division/Branch/Unit** | Taronga Conservation Society Australia |
| **Location** | Taronga Zoo |
| **Role Type** | Volunteer |
| **Time Commitment** | Roster: One regular day per week OR one regular day per fortnight<br>Shift times: 8.45am-4pm or 10am-3pm<br>(12-month commitment) |
| **Training Required** | Volunteer Induction & eLearning Modules |
| **Date of Approval** | 2025 |
| **Agency Website** | www.taronga.org.au |

### Agency overview

The **Department of Climate Change, Energy, the Environment and Water** brings together the functions from the former Planning and Environment. **Taronga Conservation Society Australia (Taronga)** forms part of NSW DCCEEW and reports into the Environment and Heritage Group. Taronga's vision is to create a shared future for wildlife and people. Through our efforts we protect endangered species, increase understanding of wildlife, and inspire community action.

### Primary purpose of Taronga Volunteer roles

Taronga volunteers support the Taronga Conservation Society to achieve their vision of 'Securing a Shared Future for Wildlife and People'.

### Primary purpose of the Guest Experience Volunteer role

Taronga Guest Experience Volunteers are at the forefront of delivering amazing experiences for the guests that visit Taronga Zoo each year. With keeper talks, animal encounters, unique experiences and special events - Taronga inspires our guests to be 'For the Wild'.

Guest Experience Volunteers are enthusiastic and customer service-focused individuals. These volunteers act as information ambassadors and wildlife champions to our guests. They must be passionate about conservation and sustainability, and able to communicate our critically important messages to groups and individuals from both Australia and overseas.

### Key accountabilities

- Act as an ambassador 'For the Wild' and communicate effectively
- Represent Taronga in a positive and respectful light
- Provide excellent customer service that will enhance the experience of our guests, including:
    - Welcome and farewell guests with a warm and friendly smile
    - Provide advice, recommendations and tips on what to see and how to navigate our extensive site
    - Engage with guests in grounds, offering assistance and wayfinding advice
- Interpret wildlife behaviour, activations and conservation campaigns
- Support tour groups, encounters and a variety of experiences
- Demonstrate flexibility in a fast-paced and changeable environment
- Work effectively both as part of a diverse team and autonomously

- Be proactive in problem solving, including resolving customer feedback
- Lead by example with kindness and positivity

## Role dimensions

### Decision making

At times, volunteers will be required to work autonomously and make minor decisions, however this position works under close supervision and direction of the Guest Experience Coordinator - Volunteers.

### Reporting line

This position reports to the Guest Experience Coordinator - Volunteers in the Guest Experience Commercial Operations Team

### Direct reports

There are no positions reporting directly to the role.

### Budget/Expenditure

NIL

## Essential requirements

- This role is available 7 days per week, Monday to Sunday from 8.45am-4pm **OR** 10am-3pm
- Applicants must be available to volunteer one regular shift per week **OR** per fortnight
- Willingness to commit to our volunteer program for 12 months (this role can be extended after 12 months)
- All Taronga Volunteers must be over 18 years of age, acquire and maintain a valid Working with Children Check (FREE for volunteers), and complete a Working Directly with Animals Declaration form BEFORE commencing volunteering
- Must be capable of working the entire shift in all weather conditions, with a good level of fitness and stamina whilst navigating the steep site of Taronga Zoo Sydney (estimated 10,000 steps per shift)
- A passion for conservation and a willingness to learn about Taronga's activities and programs, and an interest in sustainability and educating others
- Great communication and interpersonal skills and excellent customer service skills
- Commitment, punctuality, reliability, and a professional, friendly manner
- Ability to work autonomously and as part of a diverse team
- Attention to detail and ability to independently read and follow WHS protocols and instructions

## What does an average day look like as a Guest Experience Volunteer?

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| 8:45 OR 10.00 | Arrive at Taronga, receive the daily briefing and your roster for the day. |
| 9:00 OR 10:15 | Meet and greet guests as a friendly first point of contact; hand out maps; provide advice on 'what's on'; answer guest enquiries; check in tour groups. |
| 10:00-12:15 | Assist with queue management at Encounters; provide animal interpretation at exhibits and discovery tables across the site; engage young guests in a feed of small animals / talk about invertebrates. |
| 12.15-13.00 | Lunch |
| 13:00-15:00 | Lead a guided tour for international and domestic guests; provide wayfinding advice for guests in zoo grounds; maintain a volunteer presence in busy areas such as Tiger Trek and Nura Diya; facilitate the 2pm Farmyard Feed and Talk. |
| 15:00-16:00 | Provide support in Kangaroo Country; be a roving ambassador in zoo grounds; farewell and answer questions from departing guests. |