



Education Manager – Interpretation

The Fresno Chaffee Zoo inspires wonder of our natural world, provides an engaging learning environment, and instills a passion for conservation. Serving the central San Joaquin Valley, the Zoo is committed to sustaining professional active participation in wildlife conservation, research and education. A proud recipient of the AZA Top Honor Exhibit Award, the Zoo is committed to providing our local communities and the AZA community exhibits and programs both can be proud of.

November 4th, 2014 marked an important day for Fresno County as its residents voted to continue to financially support the Zoo through the approval of Measure Z. This measure provides Fresno Chaffee Zoo with financial security that empowers it to continue to offer incredible experiences for guests while providing excellent animal care, and a challenging yet fulfilling working environment.

Our newest exhibit, African Adventure, has resulted in over 1,000,000 visitors since opening in October of 2015. This spectacular mixed species exhibit allows our guests to experience the savannahs of Africa including a panoramic view of multiple savannahs and a beautiful African Lodge.

Fresno Chaffee Zoo is searching for a knowledgeable, outgoing and guest-oriented Education Manager - Programs. This position is full-time, regular, and benefited. The Education Manager - Programs must be able to work weekends, evenings, and holidays. Our employees' positive interactions with guests create the unforgettable guest experiences that keep patrons coming back.

Summary:

Under the general direction of the Education Curator, this position is responsible to cultivate an effective team of Interpretive Guides who provide excellent experiences to Zoo guests. The position also develops oral and visual educational messaging throughout the Zoo.

Responsibilities:

Education Manager – Interpretation collaborates with members of the Education department to develop wildlife and nature training plans for Interpretive Guides and Volunteers. Ensures employees and volunteers are equipped with relevant, accurate knowledge of all Zoo collections. Provides leadership and coaching in effective interpretation techniques to enhance guests' experience and provide audience-driven information. Collaborates with HR department to recruit and hire qualified Interpretive Guide staff as appropriate for the anticipated volume of Zoo guests. Provides direction and ongoing development for Interpretive Guide staff, completes performance reviews, and oversees all personnel management activities for the department. Develops attractive, informative educational messaging components including marketing materials, hands-on interpretives and exhibit signage/graphics. Supports the Education Curator with budgeting, goal setting, employee/volunteer retention, strategic planning, safety concerns, and collaboration with other Zoo departments. Serves as a spokesperson to the community through contributions to select print media and public appearances as appropriate. Engages in other duties as assigned to meet the goals and objectives of the Fresno Chaffee Zoo. Assumes other responsibilities as necessary to assure achievement of established objectives.

Requirements:

This position involves sitting, standing, and walking. The employee is regularly required to lift and/or carry up to 10 pounds, and occasionally up to 25 pounds. Hand and finger dexterity sufficient for typing and other administrative tasks. Close visual acuity to perform an activity such as preparing and analyzing data and figures, viewing a computer terminal, and extensive reading. Color perception is also required. Ability to receive detailed information through oral communication (in person, via radio, and via telephone), at normal speaking levels with or without correction.

A Bachelor's degree from an accredited University in Education, Animal Science, or related field required. Minimum five years related experience in educational program design and implementation. Experience in an AZA facility strongly preferred. Proficiency with Microsoft Office suite is required. Strong verbal and written English communication skills required. Bilingual (Spanish or Hmong) communication skills a plus. Strong planning, analytical and decision making skills are required, with the ability to work in a dynamic, evolving organization. Demonstrates motivational and problem solving acumen with a high degree of integrity and ethics.

If you have the desire and skills needed to help create an excellent customer experience at Fresno Chaffee Zoo, apply by **July 2, 2017** as directed below.

Please submit resume to careers@fresnochaffeezoo.org or mail to:
Fresno Chaffee Zoo Corporation, 894 W Belmont Ave. Fresno, CA 93728.
Applicants can visit www.fresnochaffeezoo.org to apply online.
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