

POSITION DESCRIPTION

Position Title: Tour Guide Volunteer

Reports To: Volunteer Coordinator

Education Director



Position Summary and Requirements

Tour Guide Volunteers are interpretive guides, docent-like volunteers, who are responsible for interacting with CTR visitors and engaging them in educational and friendly conversations along the tour pathway. Utilizing excellent customer service skills, Tour Guide Volunteers will connect visitors with our resident animals, inspiring guests to help protect these amazing animals and preserve the important habitats they call home.

- Must be at least 18 years of age
- Must have a reliable means of transportation
- Must be able to commit to guiding or assisting with at least two tours per month
- Public speaking experience is not mandatory, but is preferred. (If you do not have any experience public speaking, you must possess the willingness to learn this skill)
- Must be able to commit to volunteer for at least 12 consecutive months
- Must be comfortable working around raw meat, as we feed a whole carcass diet to our animals and do all of our own butchering on site.
- Must attend a Tour Guide Orientation the Saturday after attending General Volunteer Orientation – both trainings are invite only.

Essential Position Functions

- Ability to work independently is a must.
- Must be capable of taking direction well and pay careful attention to procedures and established protocols.
- Must be able to follow instructions and carry out given responsibilities in a safe and careful manner. This is vital to working safely around large and dangerous carnivores while avoiding injuring yourself, other team members, visitors, or the animals.
- Must be physically able to conduct tours under various weather conditions (rain, shine, snow, etc.).
- Must be able to adjust to changes in daily routines.
- Deliver extraordinary customer service to all CTR guests

Competencies



- Customer Service – Listening and understanding the customer and making the customer’s satisfaction a high priority in all areas of responsibility.
- Teamwork – Supporting, facilitating, and participating in activities that promote team effectiveness. Demonstrating sensitivity for the feelings and needs of team members and supporting team goals.
- Communication – Effectively expressing ideas verbally and non-verbally and actively listening to individuals and groups. Preparing and focusing informal presentations to the characteristics and needs of the audience while expressing ideas clearly and concisely. Must be comfortable being around and working with guests of all ages.
- Biofacts - Safely handle a variety of biofacts such as skulls and pelts
- Safety - Strictly follow safety procedures and established protocols.

Typical Physical Requirements

Tour Guide Volunteers are expected to conduct tours that last 1½ - 2 hours. Tours are conducted as walking tours, and our property is set in rural North Carolina. The tour path is not paved, and includes gravel paths and open, uneven areas of natural terrain.

- More than normal standing (majority of each shift)
- More than normal walking
- Lifting up to 20 lbs. – Occasionally
- More than normal talking
- Close proximity exposure to various plants and animals in a central North Carolina climate
- Subject to bites, stings, and scrapes from native flora and insects
- Exposure to marked changes in temperature and humidity