

Carolina Tiger Rescue Tour Team Volunteer Position Description

Reports To: Volunteer Coordinator, Education Director, Program Assistant, and Education Assistant

Overview Summary

Tour Team volunteers are interpretive guides (docent-like volunteers) who interact with tour guests, ensure visitors follow all safety rules, and engage them in friendly, educational conversations along the tour pathway. Utilizing excellent customer service skills, Tour Team volunteers will connect visitors with our resident animals, inspiring guests to help protect these amazing animals and preserve the important habitats they call home.

- All Tour Team volunteers begin as Tour Assistants, with no obligation to become a Tour Guide.

Requirements

- Must be at least 18 years of age
- Must have a reliable means of transportation
- Must be able to commit to at least two tours per month. Each shift is three to four hours long
- Public speaking experience is not mandatory but is preferred. (If you do not have any experience in public speaking, you must possess the willingness to learn this skill.)
- Must be able to commit to volunteer for at least 12 consecutive months
- Carolina Tiger feeds a whole carcass diet to resident carnivores. While Tour Team volunteers will not be preparing diets or feeding animals, they must be comfortable working around raw meat.

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 for working safely around large and dangerous carnivores while avoiding injury to yourself, other team members, visitors, or the animals.
- Must be physically able to participate in 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
- Customer Service – Listening and understanding the customer and making the customer's satisfaction a high priority in all areas of responsibility.
- Biofacts - Safely handle a variety of biofacts such as skulls and pelts
- Safety - Strictly follow safety procedures and established protocols.

Culture and Competencies

Carolina Tiger has built a culture of honesty, equity, inclusion, accountability, and respect. Volunteers are expected to be active participants in this cultural commitment. This is achieved through effective communication skills, active listening, work ethic, moral and ethical behavior, and passion.

- Teamwork – Supporting, facilitating, and participating in activities that promote team effectiveness. Demonstrating sensitivity to 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.
- Safety – Be an advocate for your own safety at all times.

Typical Physical Requirements

This role is our most physically demanding. Our facility is in rural North Carolina, and the sanctuary is not paved. Terrain includes gravel paths and open, uneven areas of vegetation. Volunteers participating in Animal Care will work in all areas of the sanctuary and often travel on foot.

- More than normal standing (majority of each shift).
- More than normal walking, stretching, and bending.
- Frequently lifting and carrying objects weighing up to 50 lbs.
- All team members are subject to bites, stings, and scrapes from native flora and fauna, including but not limited to poison ivy, ants, and a variety of flying insects.
- Exposure to marked changes in temperature and humidity.

Tour Guide Volunteers are expected to conduct tours lasting 1½-2 hours. Tours are conducted on foot, 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 and vegetation.

- More than normal standing (majority of each shift)
- More than normal walking
- Occasionally lifting 20 lbs.
- More than normal talking
- Subject to bites, stings, and scrapes from native flora and insects
- Exposure to marked changes in temperature and humidity

Additional Notes

As mentioned above, our 67-acre property has all the natural hazards of rural North Carolina. Poison ivy, oak, and sumac are prevalent throughout the sanctuary. We work hard to clear these threats from the tour path, but poison ivy will often infiltrate tour areas. While long pants are not required for this role, they are highly recommended.