Position Description

POSITION TITLE: Seasonal Educator

JOB RELATIONSHIPS:
Reports to: Education Programs Manager
Collaborates with: Education Technicians, Cashier, Director of Communications, Enrichment Technician and other Animal Husbandry Staff

BASIC FUNCTIONS: The Seasonal Educator provides tours and other public programming for the Duke Lemur Center during the spring and summer busy season. This is a part-time seasonal position.

PRIMARY JOB DUTIES AND RESPONSIBILITIES:
A. Primary Responsibilities
   1. Lead tours and other educational programs with groups varying in size from small field trips of 15 individuals to large crowds on event days
   2. Providing engaging educational experiences for visitors of all ages and educational backgrounds – must work well with children as well as adults
   3. Ensure guests follow behavioral expectations and guidelines while in tour path areas, maintaining guest and animal safety
   4. Cover gift shop responsibilities including facilitation of point of sale transactions, greeting guests at front desk, phone interactions, and opening and closing SOPs
   5. Maintain a positive, professional, and efficient gift shop and tour environment
   6. Resolve any potential guest concerns or issues quickly, positively, and effectively
   7. Complete additional responsibilities as assigned by the Education Manager

B. Secondary Responsibilities
   1. Support full-time education staff through coverage of duties such as incoming calls, general emails, voicemails, and handling drop-in guests
   2. Restock gift shop merchandise and assist with inventory checks
   3. Act as an ambassador for the Lemur Center in outreach programs and events, strengthening existing relationships within Duke University and the surrounding community

The Seasonal Educator will also be required to work the following weekly schedule: Thursdays 2:30pm-7:30pm, Saturdays and Sundays 8:30am-1:30pm. This is a part-time seasonal position, working 15 hours/week and extending from an ideal initial orientation training on April 19 – October 2, with the possibility of extending for two additional weeks through mid-October. Starting date may also be adjusted depending on the progression of the hiring process.

The above statements describe the general nature and level of work being performed by individuals assigned to this classification, and do not serve as an exhaustive list of all duties and responsibilities to be performed in this position.

QUALIFICATIONS:
- Relevant educational programming experience a strong plus
• Retail experience a plus
• Spanish or other secondary language skills a plus
• Familiarity with Duke/Durham and/or existing professional relationships within that community a plus

PHYSICAL REQUIREMENTS
• Working in outdoor environments in all-weather situations
• Ability to be outside and speaking in front of guests for up to 3 hours at a time
• Ability to sit and work at a computer screen for up to 1 hour at a time

REQUIRED SKILLS
• Possesses and consistently demonstrates a positive attitude and enthusiasm
• Ability to work independently
• Ability to maintain high productivity in a dynamic work environment
• Excellent public-speaking abilities – including, but not limited to: engaging audiences of varying ages and interest levels in complex topics, listening and responding appropriately to questions or concerns
• Proficiency in Microsoft Office suite-preferred
• Proficiency in Google Drive and similar platforms-preferred