

## Position Description

POSITION TITLE: Seasonal Educator

### JOB RELATIONSHIPS:

Reports to: Education Programs Manager

Collaborates with: Lead Educators, Gift Shop Lead, Communications and Education Specialist

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 groups to large crowds on event days; includes General Tours, Field Trips, and Walking with Lemurs tours
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 on programs and/or tours, 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. Perform tasks to prepare for tour programming, such as setting up tour path areas, preparing lemur food items, and sanitizing enrichment structures
6. Maintain a welcoming, professional, and efficient gift shop and tour environment
7. Resolve any potential guest concerns or issues quickly, positively, and effectively
8. Complete additional responsibilities as assigned by the Education Programs 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. Assist full-time education staff with tour and program review and development
3. Restock gift shop merchandise and assist with inventory checks
4. Act as an ambassador for the Lemur Center in outreach programs and events, strengthening existing relationships within Duke University and the surrounding community

Seasonal Educators will be required to work one of the following weekly schedules:

- 1) Thursdays 8:30am – 2pm, Fridays 2pm – 7:30pm, Saturdays 8:30am – 2pm, and Sundays 8:30am – 2pm
- 2) Mondays 8:30am – 2pm, Fridays 2pm – 7:30pm, Saturdays 8:30am – 2pm, and Sundays 8:30am – 2pm

This is a part-time seasonal position, working an average of 20 hours/week. Training schedule beginning in April may have some flexibility. This position will run from April - September,

with the possibility of extending for two additional weeks through mid-October, depending on weather and special event planning.

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 verbal communication skills – including, but not limited to: engaging audiences of varying ages and interest levels in complex topics, listening and responding appropriately to questions or concerns