



## *Main Gate Support*

**Description:** As a Main Gate Support Volunteer, you will be working with our Entry Manager to aid in the operation and organization of the Zoo by working in the Zoo gift shop.

**Responsibilities:** The Main Gate Support Volunteers will help set the tone for a pleasant Zoo visit. The gift shop is the point of entry and exit for all Zoo guests and this position will field many guest questions. In addition to greeting guests and field trip groups, this position is responsible for aiding with ticketing on days with a high volume of guest attendance, and ensuring that the animal exhibits in the gift shop are not harassed and fronts remain clean. Volunteers need to be knowledgeable about the Zoo's history, memberships, and other general information.

**Training:** Completion of the one-day volunteer orientation program. On-the-job training by department.

**Reporting:** The Entry Manager will be your main contact while working. The Volunteer Coordinator will be your contact for scheduling and any other concerns.

**Time Commitment:** Flexible. Hours are available December 1<sup>st</sup> to May 1<sup>st</sup> and the first Saturday of every month. Variable as needed by the department.

**Qualifications:** Must be 18 years of age or older, exhibit strong attention to detail, enjoy working in a team-based environment, and have a positive attitude. Individuals with previous retail experience a plus. Volunteer must be able to follow all supervisory and safety policies. Candidate should be friendly and outgoing. This position may require moderate lifting, bending, squatting, and standing for extended periods of time. This position will work mainly indoors. If in school, must show proof of a 2.5 GPA or higher.

**Benefits:** In addition to the general volunteer benefits from the Naples Zoo, this position allows you to be flexible with your time.