



DEPARTMENT OF

# ARTS BUSINESS AND CULTURE

## Assistant Education Technician – Salisbury Zoo

Salary: \$17.00/hr.

Type: Part Time

Benefits: None

Date Posted: 08/26/2024

### About ABCD

The Arts, Business, & Culture Department is responsible for fostering Salisbury’s thriving economic climate through supporting business, expanding economic opportunity, promoting artistic expression, hosting unique experiences, and maintaining regional attractions such as the Salisbury Zoo and Poplar Hill Mansion. By producing signature events, facilitating business incentives, and collaborating with stakeholders, this department strives to make Salisbury a place where arts, business, and culture intersect and flourish.

### Profile

Under the supervision of the Education Curator, assists with educational programing, administrative duties, ambassador animal care, training and enrichment, conservation initiatives, volunteer management and facility maintenance. Performs other duties as assigned.

### Preferred Education

High School Diploma or G.E.D.

### Preferred Experience

Experience in teaching/working with children. Minimum of one year of experience working with animals or equivalent training, education and/or experience.

### Requirements/Certifications

Knowledge of safe animal handling procedures; excellent verbal and written communication skills; comfortable speaking in front of a group.

### How to Apply

1 Visit [salisbury.md/apply](http://salisbury.md/apply)

2 Submit City application, cover letter, and resume

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City may consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.

Jobs will be posted for a minimum of 2 weeks.

Classification Title: Assistant Education Technician

Grade: \$17.00/hr.

Department: Salisbury Zoo - ABCD

FLSA Status: NE

Date: 8/26/24

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**Position Profile:** Under the supervision of the Education Curator, assists with educational programming, administrative duties, ambassador animal care, training and enrichment, conservation initiatives, volunteer management and facility maintenance. Performs other duties as assigned.

### **Duties and Responsibilities**

**Administration/Department Administration:** Holds self-accountable for assigned responsibilities; sees tasks through to completion in a timely manner.

- Assist with Zoo educational programming, curricula, educational and promotional materials in line with Zoo, state, national and industry standards.
- Promotes and conducts Zoo programming on and off site.
- Assists with planning and administering Zoo Camps and Zoo events.
- Assists in the development of animal care, handling, enrichment and training protocols that serve as guidelines to staff and volunteers.
- Assists with recruitment, training, supervision, evaluation, and recognition of volunteers and interns.
- Performs a variety of administrative tasks: collects fees; responds to Zoo patron requests; mails information; makes copies.

**Skills Proficiency/Strategic Planning:** Skillful in use of tools, hardware, software, and equipment.

- Effectively develop educational and promotional materials and programming.
- Effectively communicate with the public courteously and tactfully at all times.
- Knowledge of safe animal handling procedures.
- Effectively communicate and maintain effective working relationships with other staff members and members of the public.
- Effectively prioritize and multitask with attention to detail.

**Leadership/Team Leader:** Acts a role model and peer leader among his teammates and colleagues.

- Act as a representative of the City of Salisbury to the public during event and programs.
- Act as supervisor to interns, volunteers and part-time staff when education curator and education technician are not available.
- Participate in all Salisbury Zoo and Human Resources trainings.

**Stewardship/Financial:** Safeguards equipment, supplies and materials.

- Knowledge of institutional records keeping
- Basic understanding of the Zoo budget
- Basic understanding of animal care and standard office equipment

**Development/Leadership Development:** Participate in opportunities to earn or maintain professional credentials and certifications.

- Keeps informed on current Zoological and animal care practices by attending educational programs or reading specialized literature.
- Maintain and establishes essential training programs
- Works on improving customer service skills by attending relevant meetings and trainings.

### **Performance Expectations**

- **Communication:** Articulates thoughts and ideas clearly and effectively to exchange information. Listens to others and provides useful feedback. Effectively communicate with the public courteously and tactfully at all times.
- **Work Ethic:** Demonstrates personal accountability, effective work habits, integrity and ethical behavior.
- **Teamwork:** Works well as a part of a team through respectful and collaborative relationships with colleagues, customers, affiliates and stakeholder groups.
- **Problem Solving:** Improves, designs, refines, finds and invents criteria in order to resolve problems. This combines creative and critical thinking.
- **Initiative:** Takes charge before others do and/or without being instructed.

### **Education and Experience**

- High school diploma or G.E.D.
- Experience in teaching/working with children
- Minimum of one year of experience working with animals;
- Or equivalent training, education, and/or experience; and
- Valid State Driver's License
- Obtain CPR/first aid certification.
- Excellent verbal and written communication skills. Ability to read, analyze and interpret complex documents.
- Capability to solve problems creatively, establish facts and draw valid conclusions.
- Working knowledge of City policies and procedures.

### **Physical Requirements**

Work is performed in and around zoo facilities and involves exposure to extreme weather conditions, contact with exotic animals and considerable physical effort in the handling of materials up to 50 pounds and/or continual standing or walking 60% of the time.

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The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.