

Position Description

Position title:	Animal Trainer-Presenter Intern	Team:	Animal Experiences
Division:	Tātaki Auckland Unlimited	Reports to:	Relevant Team Leader or manager
Department:	Animal Care and Conservation	Direct reports:	N/A
Unit:	Auckland Zoo	Indirect reports:	N/A
 Our commitment to te ao Māori	We honour te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of Māori. You participate in initiatives to embed te ao Māori into the way we do things. You are willing to develop and build your own understanding and capability to contribute to the delivery of the directorate's Māori outcomes and wider organisation's vision to be responsive to the needs and aspirations of Māori as outlined in the Māori Outcomes Performance Measurement Framework – Kia ora Tāmaki Makaurau.		
	 Role Purpose The key purpose of this role An Animal Trainer-Presenter intern at Auckland Zoo will be assigned to Auckland Zoo's Animal Experiences team for most of the internship and will spend the rest of the time with a combination of five other animal care teams and/or the Veterinary Services team. An Animal Trainer-Presenter intern is primarily responsible for delivering engaging, inspiring, and educational animal experiences for our guests. They share responsibility for consistent delivery of Auckland Zoo's key conservation messages to all visitors within the zoo (pre-school toddlers, school groups of all ages, paid experience customers and general admissions) and are very much the 'face' of Auckland Zoo. The trainer-Presenter intern also shares responsibility for ensuring best-practice daily husbandry, management and excellent welfare of the team's animal collection, under the guidance of the Curators. For each of the Key Responsibilities listed below, an Animal Trainer-Presenter intern will be expected to exhibit an adequate level of knowledge, skill and performance following appropriate training and with ongoing supervision where necessary. Note: Animal Trainer-Presenter interns will usually be expected to work alternate weekends and some public holidays.		



Key responsibilities

Presentation, Advocacy, Public Relations and Customer Service

- As part of a team, provide exceptional customer service and experiences to facilitate the delivery of Auckland Zoo's key conservation messages.
- Work with the Animal Experiences (AE) team to support the development and delivery of new, innovative, and effective visitor experiences using the whole animal collection to its fullest potential.
- Develop presentation style and assist the AE team to deliver animal encounter talks.
- Maintain positive and collaborative working relationships both internally and externally.

Animal husbandry, management and welfare

- Consistently work in accordance with established work procedures to provide best practice animal husbandry and care.
- Develop an understanding of the principles and practices of animal training and conditioning. Use these to maintain and develop a range of trained behaviours and activities to deliver animal experiences to visitors and support animal husbandry – within the goals and objectives of the team.
- Develop a clear understanding of Auckland Zoo's Institutional Collection Plan, species roles and Species Action Plans.
- Complete basic machinery operation training where appropriate
- Work with the Team Leader and other team members to continually review and improve the established work procedures on the section.
- On request, participate in enclosure and precinct planning and design to ensure innovative and imaginative developments within the zoo that offer appropriate venues and opportunities to deliver animal-related experiences to a wide range of audiences and represent best practice in animal management welfare and husbandry.
- Ensure on a daily basis that all animal enclosures comply with all relevant containment standards and report or resolve any issues that might arise.
- Ensure that pest problems are reported and pest control measures implemented in and around animal enclosures.

Animal Skills, Knowledge & Research

- Seek to develop specialist skills, knowledge and expertise in all relevant taxa through personal research and an active, enquiring approach to work with keepers and other zoo staff, and use these to deliver best practice in the husbandry, management and welfare of the animals.
- Exhibit animal knowledge and possess animal skills consistent with the core competency level of Trainee Keeper.
- Attend lectures and workshops provided by the Zoo as part of the internship, and other external opportunities as they arise, to maximise professional development and future employability.

Field Conservation Activities

- Have a clear understanding of the World Zoo and Aquarium (WAZA) strategies and the Auckland Zoo Vision, Mission and strategy.
- On request when possible, participate in specified Auckland Zoo field conservation initiatives.

Project Participation

- Participate in relevant projects with other team members and/or sections to deliver high quality innovative activities and projects as appropriate.

Health & Safety Responsibilities



- Excellent general awareness of all potential health and safety issues in the team and around the zoo that could affect self and others.
- Develop a thorough understanding of risks (e.g. zoonoses, bites/scratches, allergies) and mitigation techniques associated with regular animal handling, training and presentation to visitors.
- Corrective action taken to reduce or minimise health and safety risks to self and others.
- All zoo emergency procedures are understood and personal responsibilities within them are known.

Communication and Teamwork

- Actively participate as a member of the Animal Care and Conservation team and Auckland Zoo team and have a clear understanding of your role in those teams.
- As part of a team, collectively provide an excellent visitor experience by taking responsibility for understanding and meeting the needs of visitors and ensuring that they have a positive experience and return to the zoo.
- As a team member, complete work to achieve daily tasks, for both the short and long-term achievement of department and zoo goals.
- Help to provide an excellent visitor experience by taking responsibility to understand and meet the needs of visitors and ensuring that they have a positive experience and return to the zoo.
- Maintain positive and collaborative working relationships.

Administration

- Report promptly and comprehensively to your Team Leader or other supervisor, on all work matters and contribute to team meetings.
- Provide Auckland Zoo with any and all documentation required for the internship and make the Zoo aware of any problems or constraints that might affect your ability to continue your internship without delay.
- Contribute to maintenance of records for animal collection and team operation as requested by the Team Leader or Curator e.g., daily reports, Species Action Plans, Korero records.

Organisational Obligations

- Action the organisation's good employer obligations and equal employment bicultural policies and practices.
- As an employee of the organisation, you are required to be associated, as required, with Civic Defence Emergency Management or any exercise that might be organised in relation to this organisation function.
- Promote a safe and healthy workplace by undertaking responsibilities as outlined in the organisation's health and safety policy and procedures.
- Promote activities and initiatives that assist the organisation achieve its vision and mission.
- Promote one-organisation initiatives and action these service characteristics.
- As an employee of the organisation you are required to familiarise yourself with and comply with all organisation policies, including but not limited to, the organisation's Code of Conduct.



- Consistent high levels of visitor experience are achieved, and Auckland Zoo's key conservation messages are effectively delivered.
- A range of exciting and successful animal encounters/shows/experiences are developed and delivered on a continual basis.
- Exceptional commercial products are developed and delivered.
- Zoo exhibits are widely recognised as being of a very high standard and enhance opportunities for animal-related experiences which are widely enjoyed and appreciated by zoo visitors.

Outcomes

- Auckland Zoo is represented, and the reputation of the zoo is enhanced.
- The profile and reputation of Auckland Zoo is enhanced as a result of these activities.
- Positive working relationships are maintained, and the reputation of the team, department, and zoo is enhanced.
- Routine husbandry and diet requirements for all animals are provided without the need for constant supervision.
- All Animal Trainer-Presenter Interns have a clear understanding of the Institutional collection, Plan, Species roles and action plans; how they relate to the zoo strategy and mission and how they relate to the day to day job.
- Trained Interns are able to operate machinery as required.
- All new developments are of an internationally recognized high standard and provide our animals with the best possible husbandry and welfare standards.
- All animals contained safely on site.
- Pest control performed successfully around the zoo.
- Specialist knowledge and expertise can be demonstrated in the species that leads to best practice management husbandry and welfare in these species.
- Appropriate level of skills and expertise developed and exhibited.
- Interns receive a broad and comprehensive grounding in all aspects of zoo theory and practice and are, as a result, better qualified for a career in zoo-keeping.
- A knowledge and clear understanding of Auckland Zoo strategy and the World Zoo Conservation Strategy can be demonstrated.
- Projects delivered to required objectives.
- Health and safety is maintained at a very high standard around the zoo site.
- Appropriate corrective measures are taken to minimize risk.
- Emergency procedures are understood and followed.
- Effective role in teams is fulfilled.
- Talk/show/encounters are always fresh, accurate, topical, and meaningful and run to schedule.
- Records are maintained and kept up to date.
- Reports provided in a timely fashion and appropriate contributions made to meetings and planning.
- Effective communication delivered.
- Requested activities undertaken and delivered successfully.
- Auckland Zoo has all necessary documentation, is aware of any problems interns experience, and is therefore able to assist, wherever possible, in a timely fashion.
- Good public speaking skills are developed, and Auckland Zoo's key conservation messages are effectively delivered.
- Exceptional customer experience products are developed and delivered.
- You can pronounce and use Basic te reo Māori is used and pronounced correctly in emails, meetings and conversations. Tikanga is understood, demonstrated and valued where appropriate.



Key skills

- Interest and some experience with public speaking, presenting/shows, and customer services.
- Aptitude for and interest in developing understanding of the principles of animal training.
- Able to build and sustain effective working relationships with a diverse range of individuals, both within the team and external to it, with a strong emphasis on good customer relationships.
- High level of energy and physical fitness and a willingness to work outdoors all day and in all weather conditions.
- Good written and verbal communication skills.
- Proficient in the use of Microsoft Office applications (Excel, Word, Outlook)
- A knowledge of, and passion for, animals.
- An interest in and knowledge of conservation issues.

Qualifications



Job requirements

- Tertiary qualification in a relevant subject or equivalent practical experience.
- *Qualification(s) and/or experience in public speaking/presentation skills/customer service would be an advantage.*

Experience

- Proven ability to work and contribute in a team environment.
- Demonstrated enthusiasm for a zoo-keeping or related career and relevant knowledge and/or experience of animal husbandry and the zoo industry is preferred.
- Experience in delivering both scripted and/or spontaneous talks/lectures/shows to a range of audiences.



Key Relationships

Internal

- Team Leader (line manager)
- Section 'mentor'
- Business Services team (pastoral care)
- DOM Conservation Learning (theory course)
- Team colleagues
- Other AC&C staff – including Curators, animal Team Leaders, animal keepers, vet staff.

External

- Zoo visitors
- Auckland Zoo conservation partners.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

Approving manager:

Version date:



Job framework

Job function:

Job family:

Job:

DFA

Budgeted:

- Opex:
- Capex:

Unbudgeted:

- Opex:
- Capex: