

Position Title: Visitor Experience Guide

Location: Willowbank Wildlife Reserve

Reports To: Volunteer Coordinator

Position Overview:

As a Visitor Experience Guide at Willowbank, you will play a key role in creating memorable, informative, and enjoyable experiences for our guests. You'll be trained in various sections of the reserve, starting with one area before moving on to the next. The areas include **Exotics, Natives, Heritage Livestock**, and **Kiwi**. Each shift will focus on one section, with opportunities to deepen your knowledge and share it with visitors.

This role requires a passion for wildlife and conservation, as well as excellent communication and customer service skills.

Key Responsibilities:

- **Visitor Engagement:** Provide information, answer questions, and share stories about the animals and exhibits in your assigned section.
 - **Guided Interactions:** Enhance the visitor experience by engaging in casual, educational conversations. Be ready to assist with directions, encounter times, and general inquiries.
 - **Customer Relations:** Handle challenging or difficult customers with professionalism, following established protocols for conflict resolution.
 - **Section Focus:** Spend each shift in a specific section of the reserve, ensuring you are knowledgeable and prepared to discuss that area's animals and history.
 - **Team Collaboration:** Work closely with other guides and staff members to maintain a welcoming and positive environment.
 - **Professional Conduct:** Adhere to Willowbank's code of conduct for visitor experience guides. Maintain a friendly, approachable demeanor at all times.
 - **Shift Flexibility:** Shifts will be rostered weekly, with flexibility for guides who have extra time and wish to take on additional shifts by informing the volunteer coordinator.
 - **Uniform:** A uniform specific to Visitor Experience Guides (distinct from animal care volunteers) will be provided and must be worn during shifts.
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Shift Details:

- **Minimum one year commitment**
- **Shift Times:** Shifts start at either 9:30 AM or 1:30 PM. Guides are welcome to stay for both shifts if available.
- **Shift Length:** Minimum of 4 hours per shift.

- **Weekly Roster:** Shifts will be scheduled weekly with the possibility of extra shifts if guides have additional time.
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Training:

- Guides will receive training in each area before being assigned to the next section. The areas include:
 - **Exotics**
 - **Natives**
 - **Heritage Livestock**
 - **Kiwi**
 - Ongoing support and guidance will be provided throughout your time in the role.
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Requirements:

- Strong communication skills and a passion for wildlife conservation.
 - Ability to work with diverse groups of visitors and handle inquiries in a friendly, informative manner.
 - A minimum commitment of one shift per week.
 - Flexibility and openness to additional shifts if time allows.
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This role offers an opportunity to be an integral part of the Willowbank team while educating visitors and fostering a deeper connection between people and wildlife.