

What's the deal?

What you can expect from us, what we expect of Volunteer Trainees at John Ball Zoo

You can expect...

We will value your time and service to John Ball Zoo.

We appreciate the commitment our Volunteers make to the Zoo and its mission. We recognize that you have made an important decision by becoming a Zoo Volunteer and have given us one of the most valuable things you can offer, ... yourself.

We will provide primary training to all newcomers.

All new volunteers have the right to be fully prepared for the tasks they may perform. A mixture of online training courses and on-site training sessions help prepare Ambassadors. Other Volunteers are given 'on-the-job' training.

We will provide additional training for newcomers and veterans as needed or desired.

As new tasks are developed, new exhibits opened, or as other circumstances may warrant, additional training, workshops, or special sessions will be provided to the Volunteers. In addition, any Volunteer, regardless of their tenure, has the right to request and receive additional help or retraining, should they desire.

We will attempt to communicate with all Volunteers information which is deemed necessary or helpful for their role at the Zoo.

Volunteers are kept abreast of happenings and other news through the quarterly newsletter, the Volunteer Information Center (VIC), and other necessary modes of contact. (However, we do not schedule your volunteer time, which is the Volunteer's responsibility)

We will allow trained Volunteers to select their level of involvement.

Trained Ambassadors and Park Volunteers create their own schedule, deciding the time, frequency, and type of volunteer activities they perform. A consistent schedule is appreciated. Animal Care and Dive volunteers must commit to a regular schedule (e.g., every Monday or Tuesday, etc.).

We expect...

Trainees will make a commitment to the Volunteer program; including completing the necessary training and assignments, and establishing a level of involvement following the training.

Training is instrumental in preparing Volunteers for their role at John Ball Zoo. We make a commitment to provide volunteer training whether it be 'on-the-job' or formal classes, and trust that the Trainee will then follow through with their offer of service. A minimum commitment of at least 3 to 6 months is preferred.

Trainees will abide by any rules, policies and procedures set by the Zoo.

The Volunteer handbook and other policy documents will be made readily available to all volunteers.

Trainees will communicate any concerns or questions they have to the appropriate supervisor or volunteer management staff.

Staff diligently strive to provide a welcoming and inclusive atmosphere, and needs to be informed if there are any concerns to be acted upon.