



# Tuatara Club Junior Volunteer Programme

## FAQs

### **What is the Tuatara Club?**

The Tuatara Club is a youth volunteer programme, which enables 15-17 year olds to gain volunteer and visitor engagement experience in a zoo environment. This is a three month programme, which requires team members to absorb and apply new information and skills quickly.

### **Who should apply?**

We are looking for the following skills and experience:

- Passion and enthusiasm for the work of the zoo
- Participation as part of a team
- Ability to work independently in an environment which may be fast paced and changeable
- Ability to quickly learn and apply zoo protocols
- Approachable and welcoming
- Able to engage visitors in conversation and communicate clear information
- A good sense of direction, ability to learn the layout of the zoo, what animals are currently on display and their enclosure location
- Good sense of responsibility and common sense
- A flexible attitude, accepting of quick change to daily routines
- Physically able to move around the zoo safely

### **What commitment will I need to make?**

Commitment is very important, so please think carefully before applying, you must be:

- Able to attend an interview and the induction day
- Able to volunteer **every** week on either a Saturday or Sunday for a full day from 9.30 – 3.00.
- You will need to be reliable and able to make a commitment for a 3 month period

### **Will I have direct contact with Keepers and animals?**

It is important to understand that Tuatara Club Volunteers will not work alongside zoo keepers and there is no animal contact. You will be supported by the Volunteer Coordinators and be part of the Auckland Zoo Volunteer Team. The programme is not able to provide work experience opportunities.

### **What activities will I be doing?**

Your activities will vary from week to week and may include:

- Greeting visitors as they enter
- Providing directions and orientation
- Suggesting routes to maximise visitor enjoyment and gain best chances of animal viewing and encounters
- Using artefacts and Quiz Boards to entertain and educate visitors
- Assisting with the preparation of enrichment for our native birds
- Washing enclosure windows and signage

### **How many volunteers are accepted?**

Only 12 volunteers are accepted for each intake, 6 on a Saturday and 6 on a Sunday.

**When does the programme start?**

There will be one intake in 2020 starting in August. The Programme dates are as follows:

- Applications open 1 May
- Applications close 13 July
- Interviews 25 and 26 July
- Induction Day 1 August
- Programme starts Saturday 8 August or Sunday 9 August
- Programme finishes Saturday 24 October or Sunday 25 October

**Can I continue volunteering after the completion of the programme?**

Provided you meet the entry criteria, you may be able to apply for one of our regular volunteer roles and the over 18 year requirement will be waived. Please note that acceptance onto our regular volunteer programme is not guaranteed.

**How do I apply?**

You can apply on the Auckland Zoo website - <https://www.aucklandzoo.co.nz/get-involved/volunteer>

Note: please read the Quiz Questions before you start to fill in the form as you may need to do some research.

**How can I get more information?**

For more information please contact the Volunteer Coordinator.

Email: [volunteer.coordinator@aucklandzoo.co.nz](mailto:volunteer.coordinator@aucklandzoo.co.nz)

Phone: 353 2090