



**toronto**  
**ZOO**



## **SERENGETI BUSH CAMP GUIDE**

**START DATE/DURATION:** May 16 to September 5, 2022  
**PAY RATE:** \$15.00

Do you enjoy delivering engaging tours and activities and having tons of fun in an outdoor work environment? Are you outgoing and reliable with excellent interpersonal skills? If so, become a Toronto Zoo Serengeti Bush Camp Guide, delivering overnight programs on the Zoo site from June until Labour Day weekend.

Bush Camp accommodates school classes, Guides/Scouts, summer camp groups, and families on designated dates throughout the summer, up to 60 people/night. Participants arrive at 4:30 pm, meet their Bush Camp Guides, are transported to the Camp via Zoomobile and stay until the next morning. Canvas tents on wooden platforms simulate an African Bush Camp experience along with the program of activities.

Guides are involved in the development and delivery of the Bush Camp program that includes tours, night hikes / activities, and a campfire program. Bush Camp staff are also responsible for maintaining the campsite, ensuring equipment is in good order, assisting with registrations, operating a point-of-sale system, and various other office duties related to the operation of Bush Camp.

This exciting position offers the successful candidates with a work schedule that provides flexibility as the typical approximately 40-hour work week is completed in 2-3 overnight shifts. The typical overnight shift is from 3:00 pm to 10:30 am the next day (includes 15 hours at the regular hourly rate plus 4.5 hours at an overtime rate); however, some shifts may occur from 3:00 pm to 11:00 pm the same day and may also include the occasional regular day shift. **Bush Camp Guides are required to sleep at the Zoo only during their scheduled shifts.**

### **RESPONSIBILITIES:**

- Daily supervision of program participants to ensure their comfort and safety
- Providing excellent customer service to our guests
- Ensuring all camp participants have completed a waiver before entering the site and have complied with Toronto Zoo vaccine policies
- Acting as a liaison with food services staff for meals/snacks for participants
- Keeping the Supervisor and Learning & Engagement Coordinator informed of all activities
- Assisting full-time/permanent staff as directed related to program development and delivery and for ensuring a safe and excellent guest experience
- Preparing written reports on any incidents
- Planning programs for participants of various ages
- Ensuring all program related materials are prepared for each overnight (incl. chopping wood for the campfire activity) and are in good working condition
- Executing program requirements including, educational tours of the Zoo, games, activities
- Cash handling and operation of a POS system for sale of retail products
- Complete paperwork / administrative duties
- Share conservation messaging

- Inspire sustainability awareness and actions
- Follow appropriate health & safety protocols, including recognizing and reporting any hazards / concerns
- Regular cleaning of the work area to ensure it exceeds customer expectations and to ensure health & safety guidelines are adhered to, including picking up garbage, wiping high touch surfaces, and cleaning washrooms
- Other duties as assigned by the supervisor or designate

## **QUALIFICATIONS:**

- Be enrolled in, or are a recent graduate of, post-secondary education, preferably in the education and/or biology field
- Have experience delivering programming in front of a large audience, including having the ability to pass information onto others
- Have a strong knowledge of animal, plant, and conservation issues
- Have experience working with children and groups in an outdoor setting
- Have knowledge and skills associated with camping and related outdoor activities
- Demonstrate an awareness of and commitment to sustainable practices
- Be available to stay overnight (approximately 2-3 nights/week – weekend shifts will be required)
- Full G driver's license in good standing preferred
- Standard First Aid & CPR "C" certification required
- Completion of a satisfactory Vulnerable Sector Search. Must be an original copy, bearing and official stamp/seal, dated within 60 days of being presented to the Zoo

**The successful candidate may be required to provide a Vulnerable Sector Police Reference check at their own expense upon commencement of employment.**

If interested in this position, please click on the link below and complete the instructions on the questionnaire. You will be required to submit your resume and cover letter.

To apply click here: <https://forms.office.com/r/Zhk6kn6vMK>

**While we appreciate the interest of all applicants, only those selected for an interview will be contacted.**

*The Toronto Zoo provides accommodation for employees with disabilities, as defined under the Ontario Human Rights Code. If contacted for an interview, and you require specific accommodation for the interview process because of a disability or a medical need, then please advise the person contacting you of your requirements, so that arrangements can be made for the appropriate accommodations to be in place before you begin the interview process.*

*The Toronto Zoo respects the principles of equity, diversity and inclusion and seeks to model these principles in all that we do. We are committed to fostering an inclusive workforce where all employees feel respected, supported and valued. We strive to create an environment that represents the rich diversity of our guests and our community and encourage applications from all qualified individuals who can contribute to enhancing our commitment to equity, diversity and inclusion. Applications are especially encouraged from racialized persons/persons of colour, Indigenous/Aboriginal People of North America, persons with disabilities, LGBTQ2S+ persons, and women.*

**Please be advised the Toronto Zoo requires mandatory COVID-19 vaccinations for employees.**