



Lions Tigers & Bears
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Tax ID # 33-0938499

Job Description
Education and Customer Service Coordinator

Reports To: Volunteer Manager
Status: Full-Time/Non-Exempt

Our Company:

San Diego's Lions Tigers & Bears™ (LTB) provides a safe haven for unwanted and abused exotic animals and to educating the public about the abuses of the exotic animal trade. Lions Tigers & Bears™ offers a wide range of programs and services including the rescue of captive exotic animals and wildlife, providing lifetime homes to rescued animals, educating the public about the abuses of captive exotic animals used for entertainment/amusement, for canned hunts, and for the sale of body parts, and advocating for the regulation of private ownership of exotics. We are a sanctuary that allows the animals in our care to live out their lives with dignity in a caring and safe environment. Lions Tigers & Bears™ is accredited by the Global Federation of Animal Sanctuaries (GFAS) and the American Sanctuary Association (ASA).

We currently have 60+ animals in our care, including lions, tigers, Himalayan and black bears, a leopard, a jaguar, bobcats, servals, peacocks, and a variety of farm animals including horses, cows, and chickens.

Position Summary:

Lions Tigers & Bears™ dedicated corps of volunteers are key to the success of the organization's education and customer service programs. The Customer Service and Education Coordinator is responsible for the conduct, growth management and development of these programs, and for the recruitment, training, supervision and mentoring of volunteers working in those areas at the sanctuary.

In coordination with the Volunteer Manager, the Customer Service and Education Coordinator is responsible for volunteer recruitment, onboarding and orientation, and ensuring that all volunteers under your supervision are trained and adhere to safe practices and procedures throughout the sanctuary.

Essential Functions:

Education Programs

- Oversee current and develop new education programs at the sanctuary, and for schools and other outside, community organizations.
- Ensure consistent messaging in LTB education programs, in line with the organization's approved message hierarchy and framework.
- Participate with selected staff and volunteers working with The Acorn Group and/or other outside vendors as we develop messaging, information delivery techniques, and both educational and way-finding signage.
- Creating a welcoming and positive educational experience for sanctuary visitors.
- Following the visit guide manual, recruit, train and monitor all Education Visit Guides.
- Direct and oversee all aspects of the educational visit, including visitor experience, kiosk management, video and seating areas, stocking informational brochures and fliers, and ensuring all positions are covered, including raffle sales and other promotions.
- Maintains an understanding of LTBs current priorities and ensure that volunteers are provided current and accurate information.
- Holds weekly/monthly visit guide trainings, hold volunteers accountable for following SOP on all visits, and periodically walk visits to ensure they are being delivered to LTB standards.
- Prepare monthly and annual reports for educational programs and activities. Collect program data and statistics and make available for and assist with grant writing and reporting for scholarship funding.

Gift Shop

- Manage the organization's Gift Shop and its volunteer staff. This includes inventory selection and purchasing, visual merchandise presentation, record-keeping, and creating a friendly and positive environment for both staff and customers.
- Develop systems to meet and exceed Gift Shop sales goals in support of the programs and services offered at the sanctuary for the animals and people we serve.
- **Other duties as assigned, including but not limited to:**
 - Together with the Volunteer Manager, takes a leadership role in LTB special events, including recruitment, training and supervision of event volunteers. For example, events include Wild in the Country, Christmas with the Animals, Spooky Camp Over, summer school programs and others.
 - Assist with general volunteer recruitment and supervision as needed and assist volunteers to fulfill their duties safely, efficiently, and according to best practices and always in the best interest of the animals.
 - Provide telephone backup as needed. This includes returning phone calls and assisting visitors to book visits to the sanctuary.
 - Partner with and closely collaborate with LTB' Volunteer Manager to ensure well-trained volunteers who are working safely and efficiently in the best interest of the animals, and who feel appreciated and recognized (including taking on increased responsibilities) in order to improve volunteer retention.

Qualifications:

- Strong leadership ability and a minimum of 1 year of experience supervising/mentoring staff, interns and/or volunteers.
- Ability to organize, manage time, set priorities and meet deadlines.
- Ensures that all volunteer training materials related to your areas of responsibility are up-to-date and complete.
- Ensure that staff and volunteer records are up to date regarding any and all training opportunities successfully completed.
- Works closely with the Executive Director and Volunteer Manager to ensure the safety of our volunteers, as well as the animals in our care.
- Must be familiar with Zoom, Teams, Google and Microsoft Office suite, and be able to learn modern technology quickly.
- Teaching experience in a school or other educational setting is a plus.

Essential Job Requirements:

- Demonstrate professional respect, empathy and kindness toward coworkers and volunteers, and a willingness to guide, teach and learn from others.
- Excellent interpersonal skills and the ability to work effectively and professionally with a range of audiences both within and outside the organization.
- Comfortable working in outdoor environments, including heat, wind, humidity, cold, rain and snow.
- Understanding this is a non-traditional full-time position requiring a flexible schedule and commitment.
- Ability to manage the physical and emotional aspects of work in a sanctuary and have a high level of resiliency.
- Critical thinker who can offer recommendations and creative solutions, and a willingness to do what is needed in the moment to benefit the animals and the organization.
- Maintain a valid driver license as well as reliable transportation to our rural location in all four seasons.
- Ability to understand and follow oral and written instructions.

Work Environment:

Lions Tigers & Bears is an outdoor animal sanctuary in Alpine. The person in this role will walk throughout the property to interact with staff and volunteers. The person in this role is exposed to diverse weather conditions and rugged terrain. Administratively, the position routinely uses standard office equipment such as computers, phones, and photocopiers.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to walk, talk and hear. The employee is required to lift, squat, stand; walk; use hands to finger, handle or feel; and reach with hands and arms. This position requires the ability to occasionally lift up to fifty pounds.

Position Status:

This is a full-time non-exempt position. Some evenings and weekends may be required.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that will be required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

EEO Statement:

Lions Tigers & Bears provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, disability, genetics, national origin, pregnancy, race, color, religion, sex or sexual orientation. In addition to federal law requirements, Lions Tigers & Bears complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.