



### HOW DO I BECOME A VOLUNTEER?

The first step to becoming a Memphis Zoo volunteer is to complete an online application. During your application, you will be prompted to choose an interview day and time. This session will cover the basics of volunteering as well as the current and upcoming opportunities. During your interview we must collect the non-refundable \$50 Volunteer Membership Fee which covers a background check, badge, uniform shirt, and training. After the background check, you must attend an orientation and fill out all necessary paperwork. You will then be an active member of our team of volunteers!

### HOW LONG DOES THE PROCESS TAKE TO BECOME A VOLUNTEER?

The process takes a minimum of 2 weeks, but can often take much longer, up to 8 weeks. The length of the process is also contingent upon finding a suitable position for you.

### WHAT HAPPENS IF I DON'T PASS A BACKGROUND CHECK?

Having a conviction does not necessarily disqualify you from becoming a volunteer, however, should you not qualify, we will contact you.

### HOW MANY HOURS DO I HAVE TO COMMIT TO IN ORDER TO VOLUNTEER?

Each position has a different time requirement and level of commitment. However, the minimum requirement is 4 hours per month.

### CAN VOLUNTEERING AT THE ZOO LEAD TO A PAID POSITION?

It is possible, but there are absolutely no guarantees that any volunteers will be offered a paid position. When a position becomes open, volunteers will be given equal consideration as other applicants.

### WHY DO I HAVE TO COMPLETE 20 HOURS GENERAL NEED BEFORE MOVING ON TO MY AREA OF PREFERENCE?

We use the 20 hours of general need volunteering to familiarize you with the zoo, to get to know you a little bit better, to provide a sense of advancement, to fulfill some of our basic tasks, and to give you the opportunity to make sure that the Zoo is a good match for you.

### WHAT DOES THE VOLUNTEER MEMBERSHIP FEE COVER?

The fee helps to offset the cost of your background check, uniform shirt, badge, training, and processing.

### CAN I UPGRADE MY MEMBERSHIP?

No. Although seemingly similar, Volunteer Memberships are not the same as regular Memberships to the zoo and cannot be changed or upgraded. They are issued to individuals only and are valid while you remain an active volunteer.

### WHAT DAYS AND TIMES DO I NEED TO BE AVAILABLE TO VOLUNTEER?

Each position is different and has different time and day requirements. The Zoo is open 7 days a week and we use volunteers 7 days a week. Most positions require morning or mid-day shifts.

### I WANT TO WORK AT A ZOO OR VETERINARY CLINIC WHEN I FINISH SCHOOL. CAN I INTERVIEW A KEEPER OR VETERINARIAN?

Because our staff tends to be so busy, they do not generally set aside time for interviews. You can, however, feel free to email your questions to our general email, [zooinfo@memphiszoo.org](mailto:zooinfo@memphiszoo.org) and it will be forwarded to the appropriate people, who will be more than happy to answer your questions. You may also attend a keeper chat and ask questions then.

### I SUBMITTED AN APPLICATION SEVERAL MONTHS AGO, BUT NEVER HEARD ANYTHING BACK. IS THERE A STILL A CHANCE THAT I COULD VOLUNTEER?

Upon completion of the online application, the next step is to attend a volunteer interview. Please email [volunteer@memphiszoo.org](mailto:volunteer@memphiszoo.org) for future dates.

### Interested in Being A Docent?

A docent is a specially trained Zoo volunteer who interacts with the public at animal exhibits, gives guided tours, assists with educational classes, volunteers with special events as well as a variety of other activities that aid the Zoo in fulfilling its mission.

If you like interacting with people from around the world, have a passion for animal conservation and education, come be a part of the next training class. You must submit an email inquiry, meet with the Volunteer Manager, and attend the orientation session.

There are a limited number of openings each year so apply now! For more information email [volunteer@memphiszoo.org](mailto:volunteer@memphiszoo.org) leaving your name and contact information.

### What Is Required To Be A Docent?

All docents are required to be a general volunteer, complete a training program consisting of online modules, classroom work, and on-grounds exploration. Docents must also commit to working in an education class once per month as well as participating in interpretation on grounds once per month. Docents meet a minimum number of hours per year, become a member of the Zoo, and must be at least 21 years old.