

## **Healesville Sanctuary Visitor Engagement Coordinator**

- Full time fixed term position
- Maternity Leave cover - 12 months starting from late May 2018
- Monday to Friday roster
- Band 4 position - salary range \$68,553.00 - \$73,640.00
- Coordinate and deliver inspiring visitor experiences

Zoos Victoria operates three world class zoos, Healesville Sanctuary, Melbourne Zoo and Werribee Open Range Zoo. Zoos Victoria is committed to 'fighting extinction'. Our mission is to galvanise communities to commit to the conservation of wildlife and wild places by connecting people and wildlife.

Healesville Sanctuary is seeking a skilled, dynamic and enthusiastic person to join the Visitor Engagement Team, reporting to the Visitor Engagement Manager.

The position supports innovation, change and growth in our visitor experience offer, with an emphasis on face-face experiences, connecting people and wildlife.

This position coordinates and leads a team to deliver face-to-face engagement for a wide-variety of applications including daily scheduled serendipitous animal encounters, theatrical and play activations, tourism, VIP and media requests as well established and new commercial products such as close-up encounters and customised tours.

The role also coordinates the design and programming of activities to meet the busy peak periods such as school and public holidays, and special events.

Developing positive relationships across departments including Life Sciences to design and deliver animal based experiences to best practice standards is also critical to this role.

There is a strong focus on Community Conservation. The role incorporates being the Healesville Sanctuary Ambassador for Zoos Victoria's Connect-Understand-Act (CUA) Visitor Engagement Model, training all staff to engage visitors in conservation action. In the conservation space, the role also extends to assisting with the development of key on-site community conservation campaigns and engaging the face-to-face team to inspire visitors to conservation action.

Leading the team to deliver the highest quality visitor engagement aligned to a wide-variety of applications and supporting them by spending time on the ground, training observing and evaluating experiences, requires a people focused person able to manage, adapt, inspire and enthuse the team.

This active role also requires drive, initiative and stamina to succeed. We seek someone who can demonstrate an ability to lead and coordinate a team, while bringing both creativity and practicality to this fast-paced role.

For more information or to apply online, go to;

[https://hcm314.peoplestreme.net/zoosvictoria11m2015/erec\\_external.asp#](https://hcm314.peoplestreme.net/zoosvictoria11m2015/erec_external.asp#)

**Applications close: 25<sup>th</sup> March 2018.**