

The Maryland Zoo in Baltimore Intern Position Description

Title: Volunteer Management Intern

Department: Volunteers

Supervised by: Volunteer Manager

Dates: May – August 2025

Time Commitment: Internships are 12-14 weeks and typically follow a part-time workweek pattern: minimum commitment is 16 hours per week that can be made up of two full days or up to four half days, Sunday through Friday. The department supervisor sets final schedules.

Overview:

Founded in 1876, The Maryland Zoo in Baltimore is the third oldest zoo in the United States and is internationally known for its contributions in conservation and research. The Maryland Zoo is also a major tourist and education destination that welcomes 450,000 guests annually.

Every year, hundreds of volunteers give their time, energy, and enthusiasm to help us accomplish the important work of conserving wildlife and wild places. Volunteers can be found throughout the Zoo assisting our amazing visitors and staff. All opportunities in our volunteer department are guest interfacing and will center around providing our guests with an amazing guest experience through directional support, educational opportunities, and just having great interactions. We take pride in the education and interpretation program, giving every guest the chance to ask questions and learn about animals and conservation. Our volunteer department here at the Maryland Zoo is comprised of adults, teens, interns, externs, groups and event volunteers who are all committed to the mission.

Please note: Internships are unpaid, and there is no reimbursement for transportation or housing.

Responsibilities:

- Volunteer Management Interns will participate in the recruitment, training, scheduling, tracking, documentation, supervision and recognition of volunteers.
- This position will focus mainly on our teen program including assisting with boot camp, on grounds training and engagement
- This position also provides a unique opportunity for interns to assist in developing conservation, teen, and/or internship programming, depending on the intern's interests and career goals.
- Assist with various conservation projects on grounds including our sustainability garden, box turtle tracking, cell phone recycling and many others.
- Assist our Guest Services department with on grounds programs and activities.
- Assist in large fundraising events on zoo grounds.
- Assist our Education department with various interpretation activities and camps throughout the summer.
- All interns at the Maryland Zoo are required to complete a final project and present to zoo staff at the conclusion of their internship. This final project can be tailored to the position and department. Each project may be taken with you and used in your professional portfolio.

Qualifications:

- Must be at least 18 years of age and current college student or recent graduate;
- Ability to work with individuals from a wide variety of age groups and ethnic, cultural and economic backgrounds;
- Ability to work independently;
- Excellent communication and organizational skills, this will be a forward facing position;
- Must have the ability to handle multiple tasks;
- For college credit encouraged;
- Friendly, outgoing and patient personality;
- Proficient in Microsoft Office applications;
- Willingness to learn about Maryland Zoo amenities, layout, operations, animal collection, and conservation efforts;
- Must be able to walk large areas of the Zoo as needed;
- Must be able to stand on hard surfaces for long periods of time; and
- Must be able to work outdoors in all seasons and weather conditions.

Training: All interns must complete Volunteer Orientation, a Self-Guided Tour, and on-the-job training for position.

Benefits:

- The opportunity to learn in an AZA accredited facility.
- Hands-on experience, experiential learning and mentoring by our staff.
- Professional development workshops.
- Zoo Membership during your internship.
- Free Zoo admission, discount on purchases in Zoo gift shops and volunteer newsletter with wildlife news and Maryland Zoo happenings.
- Maryland Zoo Internships may be applied to receive college credit in accordance with your school's policy.

Apply here: <https://www.marylandzoo.org/about-us/internships/>

Please send resume and transcript here after applying: internships@marylandzoo.org