

Role Description

Wildlife Express Train Volunteer

Cluster	Department of Climate Change, Energy, the Environment and Water
Agency	Taronga Conservation Society Australia
Location	Taronga Zoo, Sydney
Kind of Employment	Volunteer
Time Commitment	1 day per week or 1 day per fortnight - 10.00am-3.30pm
Training Required	Volunteer Induction & eLearning modules
Date of Approval	July 2025
Agency Website	taronga.org.au

Agency overview

Taronga Conservation Society Australia (Taronga) forms part of the **Department of Climate Change, Energy, the Environment and Water (DCCEEW)** Cluster and the Environment and Heritage Group. It is established under NSW Government legislation and is governed by a Board appointed by the NSW Minister for Climate Change, Energy, Heritage & Environment. Taronga's vision is to create a shared future for wildlife and people. Through its efforts Taronga protects endangered species, increases understanding of wildlife and inspires community action.

Primary purpose of the Taronga Volunteer roles

Taronga volunteers support the Taronga Conservation Society to achieve their vision of 'Securing a Shared Future for Wildlife and People'.

Primary purpose of the role

As a Taronga Wildlife Express Train Volunteer, you will help create a fun, safe, and engaging experience for guests aboard the Wildlife Express. You will assist the train driver by supporting guests with boarding and alighting, opening and closing gates, delivering informative commentary and safety & welcoming messages during the journey and ensuring a memorable experience for all visitors. This role involves using a PA system inside the train and operating a two-way radio as required.

Key accountabilities

- Greet and welcome guests to the Wildlife Express, ensuring a friendly and inclusive atmosphere.
- Represent Taronga in a positive and professional manner.
- Provide excellent customer service to enhance the experience of our guests.
- Support the Train Driver in facilitating safe entry and exit from the train.
- Use the train's PA system to deliver scripted safety, welcoming and departing announcements.
- Deliver engaging and informative commentary on Taronga's conservation programs and animals.
- Operate swing gates at stops to facilitate safe guest movement.

Key challenges

- The Wildlife Express Volunteer Conductor role is available 7 days per week, Monday to Sunday **excluding** the Easter Long Weekend and between Boxing Day and early January.
- Demonstrating a good level of fitness and the ability to work in all weather conditions, including navigating uneven terrain and frequently entering / exiting the train cabin up/down a step.
- Manually operating a large swinging gate as required.
- Assisting guests with mobility issues for families, enabling the driver to load and unload wheelchairs & prams

- Maintaining vigilance and awareness of safety concerns, particularly in shared guest areas and during train operations.
- Using a two-way radio effectively, adhering to appropriate etiquette and Taronga's Emergency Response Plan.
- Managing crowds, queues and guest expectations, especially on busy days.

Key relationships

Who	Why
Internal	
Wildlife Express Driver	<ul style="list-style-type: none"> • To support the Train Driver during train operations
Other employees, Volunteers and Students	<ul style="list-style-type: none"> • General day to day communications as required
External	
General Public	<ul style="list-style-type: none"> • Liaising with members of the public and Zoo Friends. • Upholding Taronga's reputation and values during interactions with Zoo Guests whilst on site and ensuring a positive guest experience. • Represent Taronga in a positive and respectful light. • Point of contact and ensures that enquiries are appropriately addressed in a prompt manner, referring issues to Coordinator/Supervisor.

Role dimensions

Decision making

Volunteers may work autonomously at times and make minor decisions. However, they operate under the close supervision of the Wildlife Express Driver.

Reporting line

This position reports to the Guest Experience Operations Team

Direct reports

None.

Budget/Expenditure

Nil

Essential requirements

- Enjoy working with people and thrive in a team environment.
- Strong customer service ethic, excellent communication and interpersonal skills.
- Commitment, punctuality, reliability and a professional, friendly manner.
- Maintain a basic understanding and demonstrate the actions of the TZ Emergency Response Plan
- Experience or interest in public speaking, guiding, or visitor engagement as well as an ability to project your voice clearly
- Willingness to learn and share information about Taronga's conservation initiatives.
- Demonstrate a moderate level of fitness and the ability to work in all weather conditions, including navigating uneven terrain and frequently entering / exiting the train cabin up/down a step.

Please note: this role will have no direct animal contact