

Frequently Asked Questions – General Volunteers

1. What types of positions are available under the category of general volunteers? General volunteer areas/departments include: special events, horticulture, education, EMT, conservation, and administration.
2. Do I have to attend volunteer orientation to be a general volunteer? Yes, all general volunteers must attend a volunteer orientation. They are offered two times per year (February and September). Interested volunteers must complete and submit an application prior to attending orientation (see #3 below).
3. Do I have to complete an application before attending orientation? Yes, you must submit an application and receive confirmation that your application has been received and that space is available prior to attending orientation. Applications should be submitted at least 2 weeks prior to the orientation date.
4. What will be covered at volunteer orientation? You will receive an overview of the Oakland Zoo and all of our volunteer opportunities. You will participate in a short interview. We offer an optional tour of the zoo following orientation (weather permitting). Orientation runs approximately 1 ½ hours (not including interviews and tours). Once you have completed the orientation/interview and submitted required immunization documents, your application will be forwarded to the appropriate department for a final review. You will then be contacted within 3-4 weeks of orientation (varies by department) regarding next steps in the placement process.
5. Where is orientation held? Volunteer orientation is held in the Education Center located at the lower entrance of the zoo. You will enter the lower parking lot (do not drive up the big hill), park, and walk up the ramp to the lower zoo entrance. Signs will be posted directing you to the appropriate classroom.
6. Are there any fees associated with being a volunteer? There is no charge for the orientation. Parking and zoo admission is free for applicants on the day of the orientation. Regular zoo volunteers receive free parking and admission. All volunteers must purchase a shirt for \$10.00. Some departments require a nametag and the cost is \$10.00. All volunteers must be Zoo Members and there are many levels of membership available.
7. Do I get to work directly with animals? As a general volunteer, you will **NOT** be working directly with animals. If you are interested in working with animals, please review the Animal Care section of the website.
8. What is the time commitment? The minimum requirement for all volunteers is six months. Schedules and shifts vary by department.

9. What if I only need to do a few hours of volunteer service? If you only need to do a few hours of volunteer service, please review the community volunteer section of the website.