



BROOKFIELD ZOO

INTERN PROGRAM

Contact for Zookeeper Internships:

Brookfield Zoo
Zookeeper Internship Program
3300 Golf Road
Brookfield, IL 60513
Phone: (708) 485-0263, ext. 449
Fax: (708) 485-3140
E-mail: zookeeper_internships@brookfieldzoo.org

Contact for all other Internships:

Ms. Rebecca Melton
Internship Program Coordinator
Brookfield Zoo
3300 Golf Road
Brookfield, IL 60513
Phone: (708) 485-0263, ext. 334
Fax: (708) 485-0986
E-mail: ReMelton@brookfieldzoo.org



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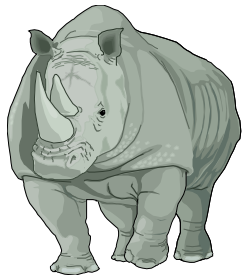
“Helping people to develop a sustainable and harmonious relationship with the natural world.”

The workforce of Brookfield Zoo -- its staff, docents, and volunteers -- are key to carrying out Brookfield Zoo's mission. We recognize people as one of our most important and valuable assets. Equally important is Brookfield Zoo's leadership role as a conservation center. As part of this role, Brookfield Zoo is committed to serving as a mentor, providing experiential and other learning opportunities to those who seek to better understand, develop, and establish careers in the fields of zoology and conservation.

As a caring institution, we work to reinforce interest and talents that will serve the causes of animal welfare and conservation. The routine and technical aspects of animal care are core concerns. We feel that we best serve the animals and people when our care and communications are rooted in basic experience with the animals.

Brookfield Zoo's Intern Program is recognized as one of the top intern programs in the country. We strive to offer as many opportunities as possible to those who are interested and willing to learn about the many facets of zoo operations and to provide experiences which allow individuals to gain a better understanding of the unique and important contributions that can be made through a professional career in the zoological field.

Although we attempt to provide internships assignments for all qualified students, we have limited opportunities available, and we receive far more worthy applications than we are able to fill. Because of this, the selection process can be highly competitive. The information that follows explains the program, its requirements, and benefits in greater detail. I encourage you to take advantage of this special opportunity to learn from our highly dedicated staff of professionals by applying for an internship at Brookfield Zoo.



A handwritten signature in black ink, which appears to read "George B. Hill". The signature is fluid and cursive, written in a professional style.

President and Director

INTERN PROGRAM

Introduction

Internship opportunities are available in a number of departments and are available year-round. Most internships are unpaid. Internship assignments provide unique opportunities to obtain skills, training, and experience in a number of areas.

Zookeeper Internships, the core of the zoo's intern program, were introduced in 1975. Since the inception of Brookfield Zoo's Intern Program, the zoo has expanded the Intern Program to many non-animal areas. In addition, over 90 other zoos have initiated internship training programs within their own organizations. To date, over 800 interns have successfully completed internships at Brookfield Zoo in both animal and non-animal departments. Zookeeper intern opportunities provide training and experience in animal care, safety, management, nutrition, and medical care. These internships provide students with supervised, practical, hands-on zookeeper experience and training.

The zoo also offers internships in non-animal departments such as Design/Graphic Arts, Marketing, Development, and Human Resources.

Animal Areas

Australia House	Habitat Africa!
Aquatic/Perching Birds	Living Coast
Children's Zoo/Hamill Family Play Zoo	Seven Seas
Commissary/Zoo Nutrition Services	Tropic World
Fragile Kingdom	Veterinary Services

Non-animal areas

Accessibility Program	Exhibit Design
Audiovisual Services	Grounds Maintenance
Communications Research	Horticulture
Conservation Biology	Human Resources
Development	Marketing
Education	Public Relations
Environmental Quality Lab	

For many interns, the program serves as a stepping stone to successful careers in the conservation or zoological fields, zookeeping, and other animal-related and non-animal related fields.

Applicants who are selected must meet certain criteria based on the type of internship assignment, including appropriate academic credentials. For zookeeper internships, the applicant must show a sincere interest in a career in a zoological or other animal-related field, and for internships in non-animal areas, an interest in a particular field or expertise.

The Human Resources Department and the Zookeeper Intern Program Coordinating Team provide day-to-day administrative support, including coordinating intern program activities, monitoring program assignments, progress and results. They continually review and refine the program to assure the zoo provides the most worthwhile and meaningful learning experiences to participating students.

For zookeeper internships, a Core Committee consisting of one zookeeper from each participating work area oversees and coordinates zookeeper internship assignments. This rotating committee screens applicants and selects zookeeper interns. Interns for non-animal areas are selected by the assigned department manager.

Purpose

As a leader in conservation, Brookfield Zoo is committed to serve as a mentor and trainer for individuals, the community, and other organizations. In furtherance of this commitment, Brookfield Zoo's Intern Program is designed to:

- Provide practical, hands-on experience to students in their field of interest;
- Provide a better understanding and exposure to the many facets of zoo operations;
- Increase awareness and understanding of the unique and valuable contributions that can be made by zoos to conservation in the broadest sense;
- Generate interest and enthusiasm in pursuing a career in a zoo or other conservation organization or a career in the zoological or conservation fields; and
- Provide unique experiential learning opportunities that supplement the traditional academic training and enhance student knowledge of the field.

Zookeeper Internship Requirements

Students interested in participating in the Intern Program must:

- Be willing and able to commit to a *minimum 6-week* full-time internship. Zookeeper internships may be offered for *up to 12-weeks* in duration. Internships in non-animal areas must meet the 6-week full-time requirement (or equivalent, but may extend beyond 12 weeks. Zookeeper internships are limited to one term only.
- Have completed at least two (2) years of college at an accredited institution or have equivalent, relevant life experience.
- Have an overall grade point average of "C+" (2.5 of 4.0 GPA) or higher.
- Submit a properly completed application package for consideration.

Application Process

Students who are interested in applying for an internship are required to submit a fully completed application package to:

For zookeeper internships:

Brookfield Zoo
Zookeeper Internship Program
3300 Golf Road
Brookfield, IL 60513

For all other internships:

Ms. Rebecca Melton
Internship Program Coordinator
Brookfield Zoo
3300 Golf Road
Brookfield, IL 60513

The application package must include all of the following materials to be considered:

- A Brookfield Zoo Intern Program application, including the Pre-Employment Consent for Release of Information form;
- A cover letter detailing what the applicant hopes to gain from the internship program;
- A current resume detailing education and other qualifications, work history, and any other relevant experience such as military or volunteer experience.
- An official copy of the applicant's most recent transcripts for all colleges/universities attended.
- Two professional letters of recommendation that include a candid assessment of the applicant's aptitude, qualifications, background, and suitability for the intern program.

The complete application packet, with all supporting materials, is to be submitted to the assigned area (shown above) for processing. Zookeeper internship applications must be submitted by the established deadline date. Incomplete application packages or packages which are not submitted by established deadlines will not be considered.

Once a student is accepted for a zoo internship, a \$15 program fee is required upon notification of acceptance which is payable prior to starting the internship assignment.

Application Deadlines

Applications for zookeeper internships must be submitted by the deadlines listed below. Internship applications for other areas may be submitted at any time and will be considered on a case-by-case basis by the individual departments involved.

<u>For:</u>	<u>Submission Deadline Date</u>
Summer Internships (May 15 - August 31)	February 01
Fall Internships (September 01 - December 31)	August 01
Winter Internships (January 01 - March 31)	December 01

Late or incomplete zookeeper applications will not be considered. All applications are reviewed, and applicants being considered will be contacted for an interview. Interviews for summer zookeeper internships are typically held during the month of March, and selection is made in mid April. Successful applicants are notified no later than April 30.

Letters of recommendation or original official transcripts may be sent separately if the applicant so chooses, but must arrive by the established deadline date. Letters of recommendation may be faxed to the designated contact. Completed zookeeper applications must arrive by 5:00 p.m. on the established deadline date. If the deadline date falls on a Sunday, applications will be accepted until 5:00 p.m. the following Monday. No exceptions will be made for late or incomplete application packets.

Intern Interviews, Selection, and Placement

Applicants selected for an interview will be notified and a date will be scheduled for the interview. The interview process for zookeeper internships may last a full day depending on the number of areas in which interviews take place. Zookeeper intern applicants go behind the scenes to meet with staff and become acquainted with internship areas. Interviews for non-animal areas normally last 1-2 hours.

Applicants selected to be interviewed for zookeeper internships are encouraged to choose three areas where they prefer to be assigned. Every attempt is made to place each successful candidate in one of the preferred areas. Applicants are notified by e-mail, phone, or regular mail of the internship assignment and asked to confirm acceptance of the internship opportunity.

Applicants who are unable to be placed for a zookeeper internships for a particular term are notified and given the option of being reconsidered for the following term (consideration does not guarantee placement).

The Zookeeper Internship Core Committee is responsible for reviewing, interviewing, and selecting zookeeper interns, and making appropriate placements of zookeeper interns throughout the zoo.

Internship Assignments

All internship assignments normally last a minimum of six weeks. Zookeeper internships last a maximum of 12 weeks while internships in other departments may extend beyond 12 weeks. For zookeeper internships, scheduled “work” weeks consist of five days per week and eight hours per day, and weekends and holidays are not unusual as part of the assignment because of the 7-day-week nature of zoo operations. Internship duration for other areas is a minimum of six weeks, but actual schedules and length of internship are set by the department manager based upon the internship assignment..

Each successful applicant is assigned to a department based on their expressed area of interest and in consideration of the type and number of intern opportunities available. Internships are intended to teach students the skills and knowledge necessary to successfully perform--under supervision—many of the duties and responsibilities associated with a position in the assigned area.

All interns are supervised and instructed by experienced, full-time employees. A staff member from the assigned department serves as the intern’s mentor. The mentor provides information and direction and is available to answer any questions.

Interns may arrange for course credit if appropriate with their school advisor. The Society will accommodate requests and work with interns desiring course credit for the internship assignment, provided the request can be accommodated within the scope of the current intern program, policies, and requirements. The Society will not make changes to the Intern Program, program policies, or procedures to accommodate special requests outside the scope of the program.

In general, there is no compensation associated with most internship opportunities. Limited paid internship assignments are occasionally available in some non-animal areas and are dependent on the specific assignment and/or project.

If an intern is considered for employment at Brookfield Zoo during the internship assignment and is accepted, they must either complete the minimum six-week internship or resign their internship prior to beginning work at the zoo. An internship may be cancelled if the intern is unable to perform the duties or responsibilities, does not perform them satisfactorily, and/or does not adhere to zoo policies, procedures, or standards.

Special Notice to Applicants

Zookeeper Internships are physically demanding positions and interns may be subjected to a variety of physical demands and environmental factors. All applicants are hereby advised of these special considerations concerning intern assignments and responsibilities.

Depending on the nature of the assignment, routine daily tasks typically include cleaning and hosing of animal exhibits, unloading hay, cleaning buildings and grounds, retrieving or storing bags of grain or salt blocks, pushing or unloading heavy, filled wheelbarrows, and other such tasks.

Zookeeping is a physically demanding position that involves frequent bending, stretching, climbing into small places, and sometimes working in awkward positions. Tasks are occasionally strenuous, and interns must be able to lift a **minimum** of 50 pounds. Interns may also be required to work outdoors and must, therefore, be able to tolerate

extreme weather conditions, including heat and cold, rain, snow, and humidity. Interns are also subjected to strong odors, dust, hay, and animal hair/fur/dander.

For the welfare of zookeepers and animals, a current tetanus vaccination is required *prior* to beginning an internship assignment. Depending on the area assigned, other inoculations or tests may be required at the intern's expense.

Intern Evaluation

After six weeks or upon completion of the internship assignment, the mentor will complete a formal, written evaluation. The evaluation will be discussed with the intern by the mentor/supervisor and a copy will be provided to the intern. The evaluation and a completed journal and/or special project are requirements of the program.

Internship Completion

Upon successful completion of the internship, the intern will receive a formal certificate of completion, along with a written evaluation, which serves as the intern's formal record of their internship at Brookfield Zoo. A copy of the intern's evaluation will remain on file in the intern office as part of their record.

Summary

The Brookfield Zoo Intern Program provides unique and valuable learning experiences to participating students. Zookeeper interns learn about animal care and husbandry, animal behavior and nutrition, behavioral enrichment, interactions between mother and young, and much more. Interns in non-animal areas have the opportunity to gain skills, knowledge, and experience in their particular field of endeavor. Working side-by-side with a diverse group of staff, interns gain valuable skills and experience that provides the foundation for continued training and a professional career in the zoological or conservation field.

Brookfield Zoo, as a leader in conservation, is committed to further the interests of conservation in the broadest sense. In doing so, the organization and its staff serve as a mentor and role model for others. We are pleased that we can further this role by providing opportunities for students to grow and advance by providing hands-on experience in the zoological field. Internships provide students with experiences that we hope will generate long-lasting enthusiasm and stimulate interests in pursuing careers in the zoological or conservation fields that last a lifetime. For many students, zoo internships have served as stepping stones to professional careers, and we hope this trend will continue for many years to come.

ZOOKEEPER INTERNSHIPS

Under supervision and direction of the assigned mentor(s) and supervisor, interns will learn skills and techniques necessary to provide care for assigned native, domestic, and/or exotic animals, assist in maintaining buildings, enclosures, and grounds in the assigned area, and interact with the visiting public as assigned. The following duties and responsibilities are typically associated with an internship assignment. These are not intended to outline all of the tasks or projects an intern may ever be called upon to perform however.

1. **Exhibit/enclosure maintenance:** Interns will learn the proper techniques for cleaning and disinfecting animal exhibits and animal holding areas. They will become proficient in the use of high-pressure hoses and other equipment and will learn how to properly use cleaning solutions and disinfectants.
2. **Food preparation and distribution:** Interns will become familiar with the nutritional needs of animals under their care and will learn proper food preparation to meet those needs. They will be responsible for keeping accurate consumption records as required.
3. **Animal observation and documentation:** Interns will learn about animals' normal behaviors, postures, uses of space, interactions with cage mates, etc. and learn to recognize and document behaviors that deviate from the norm.
4. **Animal handling:** Interns will learn proper and safe animal handling and restraint techniques used when necessary for animal transport, medical examinations, and routine husbandry procedures. They will also become familiar with capture and restraint equipment.
5. **Recordkeeping:** Interns will learn to keep complete and accurate records in prescribed formats, documenting information on daily log sheets, food consumption charts, and animals records, and will maintain an intern journal.
6. **Interaction with the public:** Interns will learn about the zoo, its operations, and facilities, and become familiar with their assigned areas, animals, and staff so that they are equipped to assist guests in wayfinding and to provide general information. Interns may be expected to interact with guests in the assigned area, providing information specific to the animals under their care. In some areas, interns may be involved with public presentations, narrating demonstrations, presenting animals, or participating in scheduled shows and/or media or special events.
7. **Other:** Interns may be asked to perform other related duties, to assist other departments, provide assistance with hay orders, assist with crowd control, or other such assignments deemed necessary by the mentor or supervisor to provide the intern with a broad spectrum of experience and exposure to the many and varied responsibilities of a zookeeper.

Zookeeper internship assignments involve the use of tools, equipment, and interaction with live animals. Interns may be exposed to kitchen and other hazards (i.e., cleaning materials, knives), so it is essential that interns be able to follow instructions and carry out their responsibilities in a safe and careful manner in order to avoid injury to themselves, to employees or visitors, and to animals. Interns must be able to take directions and pay careful attention to procedures and established protocols. Interns are expected to complete their assigned tasks without

prompting. They must be able to work well as part of a team, as well as able to work with minimal supervision. As internships are learning experiences, interns must be able to accept constructive criticism and to adjust to the daily routine of animal husbandry. All zookeeper interns must have a basic, positive interest in animals and their safety and welfare, have good interpersonal skills, be able to get along with others, and be neat, reliable, and professional.

BROOKFIELD ZOO INTERN PROGRAM

APPLICATION FORM

I am applying for a: I can commit to a *minimum* term of 6 weeks, 40 hrs/wk
 Zookeeper internship
 Non-animal area internship (specify: _____)

Name: _____

Home Address: _____
Number and Street City State Zip code
Home Phone: _____ E-mail: _____
Area code/Number

Mailing/School Address and Phone Number (if different from home):

Street Address City State Zip code Phone number

Academic Institution (if currently enrolled):

Academic Status: Sophomore Junior Senior Graduate

Term applied for: Length of term preferred:
 Winter (January - April) 6 weeks 10 weeks
 Summer (May - August) 8 weeks 12 weeks
 Fall (September - December)

I am available to begin my internship on _____.
I need to conclude my internship on: _____.

If applying for a ZOOKEEPER internship, indicate T-shirt size:
 Medium Large Extra-Large XX-Large

How did you hear about Brookfield Zoo's Intern Program? _____

I certify that the information provided herein is current and accurate. I understand that any falsification or misrepresentation of the information contained herein will disqualify me from consideration or participation in the Brookfield Zoo's Intern Program.

Applicant Signature

Date

**PRE-EMPLOYMENT, VOLUNTEER, OR INTERNSHIP ASSIGNMENT
AUTHORIZATION AND CONSENT FOR RELEASE OF PERSONAL INFORMATION**

This authorization and consent for release of personal information acknowledges that the CHICAGO ZOOLOGICAL SOCIETY, (hereafter referred to as "the Society") and/or any third party consumer reporting agency that the Society may engage to provide such services, may now, or at any time during my employment or assignment as a volunteer or intern for the Society, conduct investigations whether the records are of a public, private, or confidential nature. These investigations may include written, oral, or other information, including but not limited to: searches of educational institutions attended; financial or credit institutions, including records of loans; records of commercial or retail credit agencies; other financial statements; records of previous employment, including work history, efficiency ratings, complaints and grievances filed by or against me; information about my character, general reputation, personal characteristics, and/or mode of living; records and recollections of attorneys-at-law or of other counsel, whether representing me or any other person (in either a civil or criminal case in which I have been involved); records from the U.S. Veterans' Administration; criminal history information on file in local, state, or federal agencies; and motor vehicle records, and following an employment offer, workers' compensation reports from either the Department of Labor, National Personnel Records or the Industrial Commission or similar agencies under the provisions of the Fair Credit Reporting Act 15.U.S.C section 1681 et seq. I also authorize any third party consumer reporting agency engaged by the Society or other custodian of my military service record to release the following information and/or copies of documents from my military service record: DD214, service record, and any disciplinary records.

I understand that these searches will be used to determine work assignment, volunteer assignment, internship assignment, or employment eligibility under the Society's applicable employment, volunteer, and/or intern policies. Therefore, I authorize and consent for full release of records (either orally or in writing) to the authorized representatives of the Society. In addition, I release and discharge the Society and its agent(s) and associates to the full extent permitted by law from any claims, damages, losses, liabilities, costs, expenses or any other charge or complaint filed with any agency arising from retrieving and reporting this information. I understand that according to the Federal Fair Credit Reporting Act, I am entitled to know whether employment, or a volunteer or internship assignment was denied based upon the information obtained and to receive, upon written request, a disclosure of the background report. After reading this document, I fully understand its contents and authorize the background verification.

Printed Name: _____
First
Middle
Last

Signature: _____ Maiden Name: _____

Current Address: How Long? _____ **(List all addresses for the prior 7 years)**

Street
City
County
State
ZIP

Previous Address: How Long? _____

Street
City
County
State
ZIP

Previous Address: How Long? _____

Street
City
County
State
ZIP

Previous Address: How Long? _____

Street
City
County
State
ZIP

Present Phone Number: ____/____ Social Security Number: _____

Date of Birth (for Identification Purpose only): _____

Sex: Male _____ Female: _____ Driver's License Number: _____ State _____