

The Maryland Zoo in Baltimore Intern Position Description

Title: Community Outreach and Inclusion Intern

Department: Diversity, Equity, Accessibility and Inclusion (DEAI)

Supervised by: Senior Director of DEAI & Guest Services Strategies

Dates: September- December 2026

Time Commitment: A minimum of two regular days per week, Monday thru Sunday, 8:30am to 3:30pm for at least 120 hours of service. The department manager 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.

The Maryland Zoo is committed to the people who carry out our mission of providing exceptional animal care, building empathy, and supporting the conservation of wild places. As a science-based organization, we value biodiversity and recognize that it is critical to the future of our world. To create a thriving ecosystem built on these principles, we strive to be a welcoming, diverse, considerate, and respectful place to work, visit, volunteer, and learn.

This internship is ideal for someone passionate about social impact, education, conservation, and creating spaces where everyone feels a sense of belonging.

Responsibilities:

- Support DEAI programs that foster belonging among staff and volunteers
- Help coordinate trainings and workshops on inclusive practices
- Support outreach initiatives that engage historically underrepresented communities
- Collect and analyze staff and guest feedback, surveys, and engagement data
- Provide general support for DEAI initiatives and partnerships
- Track projects and timelines
- Partner with Education and Guest Services teams to improve accessibility and inclusion for visitors
- Research best practices in nonprofit and museum/zoo accessibility and inclusion
- Collect and analyze staff and guest feedback, surveys, and engagement data
- Assist with preparing reports, recommendations, and presentations
- Maintain exceptional standards of customer service, cleanliness and physical appearance of all locations

Qualifications:

- Internship must be completed for college credit
- Ability to work with individuals from a wide variety of age groups and ethnic, cultural and economic backgrounds
- Fluency in two or more languages preferred
- Ability to work outdoors in any type of weather conditions
- Excellent communication skills
- Willingness to learn about Maryland Zoo amenities, layout, and operations
- 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
- Must be able to work outdoors in all seasons and weather conditions

Training: All interns must complete Volunteer Orientation (1 hour), Guest Services Orientation (8 hours), On-the-job intro training programs, and safety meetings.

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.

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

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

Please send resume and transcript here after applying, both are required in order to complete your application: internships@marylandzoo.org