



VOLUNTEER
PROGRAMME



THE ENTOPIA
**VOLUNTEER
PROGRAMME**

Join the Entopians in our journey to inspire people to reconnect with nature through magical moments.

Share your time and talent with people of similar passion. It is also a wonderful opportunity for you to gain valuable work experience. As a bonus, you will be able to work in a place surrounded by a misty rainforest and myriads of colourful insects.

We give nature a voice.

We are the voice of nature.

Be one too.

HOW TO VOLUNTEER



1

Choose your preferred Volunteer Category.

This step is represented by a teal circle with a butterfly illustration at the top left. A yellow arrow points from this circle towards the right.



2

Fill up and sign the Volunteer Application Form.

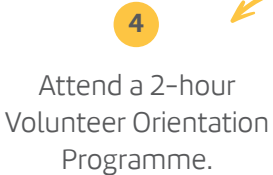
This step is represented by a yellow circle with the number 2. A yellow arrow points from this step down towards the next step.



3

Submit the application form at Entopia or through e-mail at membership@entopia.com.

This step is represented by a teal circle with a grasshopper illustration at the top right. A yellow arrow points from this circle down towards the next step.



4

Attend a 2-hour Volunteer Orientation Programme.

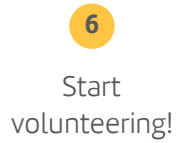
This step is represented by a yellow circle with the number 4. A yellow arrow points from this step down towards the next step.



5

Attend the training of the volunteer category you have chosen.

This step is represented by a teal circle with a grasshopper illustration at the top left. A yellow arrow points from this circle down towards the next step.



6

Start volunteering!

This step is represented by a yellow circle with the number 6. A yellow arrow points from this step down towards the next step. A dashed teal arrow points from this step towards the right.


LET US REWARD YOU WITH...

- ✿ To and fro shuttle service from certain pick-up points within Penang Island to Entopia (subject to availability).
- ✿ Free coffee or tea a day.
- ✿ Free uniform, lanyard and volunteer identification card.
- ✿ Free access to Entopia public areas and relevant offices throughout the volunteer period.
- ✿ Volunteer for 15 days within 2 months and be a Friends of Entopia member for free for one year, worth RM188.00.
- ✿ Receive a Certificate of Appreciation at the end of your service.



VOLUNTEER CATEGORIES

Assess your skills to match any of
the different areas in Entopia for
a worthwhile experience.



VOLUNTEER CATEGORY

DEPARTMENT:

Hobby Centre, Zoology

CATEGORY:

Husbandry and Sales Personnel

Responsibilities

- 🐾 Feed the animals, clean the animal enclosures, and take care of their general health at the Hobby Centre.
- 🐾 Able to promote and answer enquiries about the animals and other merchandise.
- 🐾 Assist customers in making purchase decisions.

Requirements

- 🐾 Volunteers must have the basic knowledge and passion for animals.
- 🐾 Good communication skills, both in Bahasa Malayu and English.
- 🐾 Willing to volunteer during public holidays, Saturdays and Sundays.
- 🐾 Volunteers during weekdays are also welcome.

Added Benefits

- 🐾 Free 1 insect habitat kit after 10 days of volunteer service, within 2 months.

Other Matters

- 🐾 In case of non-attendance, please notify the supervisor at least 1 day in advance or 1 week in advance if you wish to cancel your service.

Important Notes

Mishandling of certain venomous and poisonous animals may result to accidental bites.

VOLUNTEER CATEGORY

DEPARTMENT:

Marketing and Communications

CATEGORY:

Mascot Wearer and Membership Assistant

Responsibilities

- Portray and identify with the personality of any of the Entopia mascots.
- Wear and care for the mascot costume during special events, programs and activities.
- To assist visitors with Friends of Entopia membership enquiries.

Requirements

- Must be enthusiastic and with good dancing skills.
- 1 day training to portray the mascot correctly.
- Willing to volunteer during public holidays and weekends.

Other Matters

- In case of non-attendance, please notify the supervisor at least 2 days in advance or 1 week in advance if you wish to cancel your service.



VOLUNTEER CATEGORY

DEPARTMENT:

Marketing and Communications

CATEGORY:

Events and Membership Assistant

Responsibilities

- 🐛 To assist the Events team during Entopia external and internal events.
- 🐛 Explain different offerings, activities and Entopia's points of interest.
- 🐛 Attend to general enquiries.
- 🐛 To assist visitors at the Friends of Entopia Lounge on membership enquiries.

Requirements

- 🐛 Excellent communication skills.
- 🐛 Willing to volunteer during public holidays and weekends.
- 🐛 Must be outgoing and with pleasing personality.
- 🐛 Basic customer service experience.
- 🐛 Basic knowledge on insects and arthropods.

Other Matters

- 🐛 In case of non-attendance, please notify the supervisor at least 2 days in advance or 1 week in advance if you wish to cancel your service.

Important Notes

From time to time, you may be asked to handle insects. Mishandling of certain venomous and poisonous animals may result to accidental bites.

VOLUNTEER CATEGORY

DEPARTMENT:

Ticketing and Reservations

CATEGORY:

Ticketing Assistant

Responsibilities

- 👉 Greet visitors in a professional, courteous and enthusiastic manner as they enter the garden, providing maps and promotional materials to all visitors.
- 👉 Assist to operate turnstiles by preparing turnstile areas at the start of the day and close them down at the end of the day.
- 👉 Assist to guard against fraudulent entry to Entopia by :
 - ensuring entrance passes from visitors are the proper ticket type (wristband) for admittance and for correct date.
 - check concession holders for correct identification.
 - refers visitors to superior if discrepancies in tickets or identification.
- 👉 Assist in managing queues to ensure efficient entry times.
- 👉 Assist visitors with special needs, prams and disabled patrons.

Requirements

- 👉 Good command of English.
- 👉 Good customer service skills.
- 👉 Must be willing to volunteer during holidays and weekends

Other Matters

- 👉 In case of non-attendance or cancellation of your services, please notify the supervisor at least 2 days in advance or 1 week in advance if you wish to cancel your service.

VOLUNTEER CATEGORY

DEPARTMENT:

Nature Programme

CATEGORY:

Nature Programme Senior Volunteer

Responsibilities

- 🐾 To coordinate and delegate work with junior volunteers.
- 🐾 To assist Nature Programme Team in conducting activities.
- 🐾 To assist in the husbandry of animals under the Nature Programme.

Requirements

- 🐾 Basic knowledge and passion for animals.
- 🐾 Great communication skills. Knowledge of other foreign languages is a bonus.
- 🐾 Good public speaking skills and able to handle a big crowd.
- 🐾 Must complete 240 hours of volunteer work in Entopia within 6 months.
- 🐾 Willing to volunteer during public holidays or weekends.

Added Benefits

- 🐾 Volunteer for 5 consecutive days and receive a mystery gift.
- 🐾 You will gain the friendship of the Nature Programme team for life.

Other Matters

- 🐾 In case of non-attendance and cancellation of your volunteer service, please notify your supervisor at least 1 week in advance.

Important Notes

Mishandling of certain venomous and poisonous animals may result to accidental bites.

VOLUNTEER CATEGORY

DEPARTMENT:

Nature Programme

CATEGORY:

Nature Programme Junior Volunteer

Responsibilities

- Assist the Nature Programme Team and Senior Volunteer during activities.
- To answer any nature related inquiries of visitors.
- To describe general points of interest in Entopia to all visitors.
- To assist in the husbandry of animals under the Nature Programmes.

Requirements

- Knowledge and passion for animals.
- Great communication skills. Knowledge of other foreign languages is a bonus.
- Good public speaking skills and able to handle a big crowd.
- Willing to volunteer during public holidays or weekends.

Added Benefits

- Volunteer for 5 consecutive days and receive a mystery gift.
- You will gain the friendship of the Nature Programme Team for life.

Other Matters

- In case of non-attendance and cancellation of your volunteer service, please notify your supervisor at least 1 week in advance.

Important Notes

Mishandling of certain venomous and poisonous animals may result to accidental bites.

VOLUNTEER CATEGORY

DEPARTMENT:

Nature Education

CATEGORY:

Nature Education Junior Assistant

Responsibilities

- 👉 To assist in learning programmes by preparing live props, setting up the materials at the education centre, The Sphere, and assisting in animal explanations for school groups.
- 👉 To brief school groups on Entopia's Rules and Regulations and lead them to the programme area.
- 👉 To search for new information about animals through websites, books, blogs and other sources.
- 👉 To research updated information on relevant education programmes and its rates across the country and internationally.

Requirements

- 👉 A strong interest in looking after animals, confidence and patience when working with animals and good observation skills.
- 👉 Willing to volunteer during public holidays and weekends.
- 👉 Good in presenting information clearly and informatively; be creative, cheerful, friendly, passionate in sharing, willing to share knowledge with students and able to deal with children and adults.
- 👉 Good communication skills and patient.
- 👉 2 day husbandry observation.
- 👉 Attend and observe at least 2 Learning Programmes after signing up.
- 👉 Must confidently know how to handle animals.
- 👉 Must be technology savvy.
- 👉 Must know how to operate both Windows and Mac office softwares.

Other Matters

- 👉 In case of non-attendance and cancellation of your volunteer service, please notify your supervisor at least 1 week in advance.

Important Notes

Mishandling of certain venomous and poisonous animals may result to accidental bites.

VOLUNTEER CATEGORY

DEPARTMENT:

Knowledge Resources

CATEGORY:

Photographer

Responsibilities

- 👉 To assist in photographing insects and different parts of plants.

Requirements

- 👉 Experience in nature macro photography.
- 👉 Willing to volunteer during weekend or weekday.
- 👉 Attend a 1 day orientation programme.

Other Matters

- 👉 In case of non-attendance or cancellation of your services, please notify the supervisor at least 1 week in advance.

Important Notes

- Staying outdoors may expose you to mosquito bites and other insects.
- Photography of certain insects requires supervision from professional staff.

VOLUNTEER CATEGORY

DEPARTMENT:

Knowledge Resources

CATEGORY:

Archivist

Responsibilities

- 👉 To assist in digital archiving of old printed materials.

Requirements

- 👉 Must be computer literate
- 👉 Able to volunteer during weekdays.
- 👉 Attend a 1 day orientation programme.

Other Matters

- 👉 In case of non-attendance or cancellation of your services, please notify the supervisor at least 1 week in advance.



THANK YOU

For more information on our volunteer programs, please visit
www.entopia.com or email us at friends@entopia.com.
You may also call us at (04) 885-1253, 885-1384 or 888-8111.





voices of nature™

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www.entopia.com



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