

POSITION DESCRIPTION

POSITION TITLE: Zoo Assistant

UPDATED: February 2011

SUPERVISOR'S TITLE: Area Manager, Operations
Manager, Maintenance Manager, Education Director

FLSA Status: Nonexempt

POSITION PURPOSE

The Zoo Assistant provides seasonal and part-time help involving animal health, general maintenance, visitor service, or other functions of the zoo. This position assists with other zoo operations as required. This position also contributes to positive guest experiences and performs other duties as required.

POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

- ▶▶ Cleans animal exhibits and holding areas: sweeping, hosing, and scrubbing.
- ▶▶ Assists in animal husbandry duties, including feeding, treatments, observation, and reporting.
- ▶▶ Cleans public areas, such as restrooms, walkways, and buildings.
- ▶▶ Assists in various maintenance and construction projects, which may involve digging, hauling, landscaping, painting, and light repair.
- ▶▶ Operates zoo rides, including the carousel, train, boats, and sky ride.
- ▶▶ Operates a cash register at the zoo entrance.
- ▶▶ Collects and handles money per stated procedures.
- ▶▶ Assists zoo visitors as necessary.
- ▶▶ Performs security duties.
- ▶▶ Actively contributes to positive guest experiences.
- ▶▶ Assists in the maintenance, operations, and education functions of the zoo as necessary.
- ▶▶ Assists with special projects and helps other zoo employees as needed.

EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience.

- ▶▶ Ability to read, write, and orally communicate
- ▶▶ High school diploma or GED is preferred.
- ▶▶ Valid driver's license is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▶▶ Ability to precisely follow and enforce instructions and safety regulations.
- ▶▶ Ability to handle cash transactions accurately.
- ▶▶ Ability to deal tactfully and politely with visitor questions and misbehavior.
- ▶▶ Ability to serve in every respect and at all times as a goodwill ambassador for the Fort Wayne Zoological Society and the Fort Wayne Children's Zoo in contacts with zoo visitors and the general public.
- ▶▶ Ability to arrive to work on time and maintain a positive attendance record.
- ▶▶ Ability to work a highly flexible schedule—weekend, evening, holiday, and irregular hours will be required.
- ▶▶ Excellent communication skills, both verbal and written, to establish and maintain effective working relationships with staff, volunteers, and the public.

- ▶▶ Excellent ability to think logically in order to troubleshoot, analyze situations, and make sound decisions.
- ▶▶ Ability to handle multiple tasks simultaneously.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▶▶ Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- ▶▶ Ability to regularly walk assigned areas several times per day and efficiently enter all enclosures.
- ▶▶ Good speaking and listening skills.
- ▶▶ Strong sensory skills, such as good eyesight, good hearing, and dexterity.
- ▶▶ Ability to perform focused work with close attention to detail.
- ▶▶ Ability to operate office equipment, including computers, copiers, fax machines, and phones.
- ▶▶ Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- ▶▶ Ability to interact with others, both in person and through phone, e-mail, and written correspondence.
- ▶▶ Ability to carry 50 pounds for 100 feet without assistance.
- ▶▶ This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- ▶▶ This position may include exposure to potentially dangerous animals