

POSITION DESCRIPTION

POSITION TITLE: Zoo Keeper (Maintenance & Operations)

UPDATED: March 2009

SUPERVISOR'S TITLE: Operations Manager, Maintenance Manager

FLSA Status: Nonexempt

POSITION PURPOSE

The Zoo Keeper (Maintenance & Operations) performs work necessary to provide a clean and secure environment for zoo animals and zoo visitors; to operate rides, admissions and other visitor service operations; to conduct needed maintenance of facilities, buildings, and equipment; and to conduct night security if necessary. 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

- ▶▶ Clean and perform necessary upkeep of public areas, restrooms, paths, and buildings.
- ▶▶ Participate in various maintenance and construction projects involving a variety of tools and materials.
- ▶▶ Participate in construction and landscaping projects involving digging, hauling, and painting.
- ▶▶ Conduct light repairs to rides, vehicles, machinery, pumps, filter systems, and other systems.
- ▶▶ Operate zoo rides, including train, boat, carousel, and sky ride.
- ▶▶ Conduct safety audits of rides prior to daily operation.
- ▶▶ Greet visitors and handle money precisely per stated procedures.
- ▶▶ Perform snow removal
- ▶▶ Cleans and conducts repairs and improvements to animal exhibit/holding areas and public areas.
- ▶▶ Reports births, deaths, and irregular behavior of animals to management.
- ▶▶ Participates in animal health and education functions of the zoo as necessary.
- ▶▶ Actively contributes to positive guest experiences.
- ▶▶ 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.

- ▶▶ High school diploma or GED is required.
- ▶▶ Valid driver's license is required.

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.

- ▶▶ Advanced knowledge of maintenance and cleaning protocols.
- ▶▶ Demonstrated knowledge of zoo policies, standards, operations, cleaning, and maintenance techniques.
- ▶▶ Ability to precisely follow and enforce instructions and safety regulations.
- ▶▶ 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 maintain effective working relationships with supervisors and subordinates.
- » 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 ability to think logically in order to troubleshoot, analyze situations, and make sound business decisions.
- » Excellent ability to make independent decisions and delegate responsibility and duties.
- » 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 area 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 safely handle and operate hand tools, power tools, and other equipment necessary to conduct assigned tasks.
- » 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 routinely 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.