

POSITION DESCRIPTION

POSITION TITLE: Commissary Technician

CREATED: March 2009

SUPERVISOR'S TITLE: Commissary Supervisor

FLSA Status: Nonexempt

POSITION PURPOSE

The Commissary Technician performs the essential duties of the zoo's commissary, including food preparation and storage. This position also assists in other zoo operations, 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

- ▶ Prepares animal diets in accordance with the appropriate species-specific Diet Worksheets.
- ▶ Assists the Commissary Supervisor with ordering of all animal food and related supplies, maintaining an adequate animal food inventory.
- ▶ Properly rotates animal food stocks to ensure that older items are used first.
- ▶ Routinely inspects expiration dates of food items and supplies to ensure that they are used prior to expiration or discarded after expiration.
- ▶ Ensures that animal food is being stored properly to maximize freshness and to minimize contamination, pests, and spoilage.
- ▶ Maintains the kitchen and all food storage areas, including walk-in freezers and refrigerators, in a clean, organized fashion consistent with industry standards and regulations.
- ▶ Performs maintenance on all food preparation and storage facilities and equipment as instructed by the Commissary Supervisor.
- ▶ Insures that animal food is of an appropriate quality through inspection at arrival and at the time of preparation, as well as through submission of diet samples to appropriate labs for nutritional analysis.
- ▶ Communicates with the Commissary Supervisor, Veterinarian, Curator, and Area Managers to address diet-related issues.
- ▶ Actively contributes to positive guest experiences.

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.

- ▶ 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 coworkers.
- ▶ 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 business 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.
- ▶▶ 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 safely handle and operate sharp knives and food preparation equipment.
- ▶▶ 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.