

POSITION DESCRIPTION

POSITION TITLE: Section Supervisor

CREATED: January 2016

SUPERVISOR'S TITLE: Area Curator

FLSA Status: Exempt

POSITION PURPOSE

The Section Supervisor is a working leadership position that provides direct supervision of employees and coordination of daily operations in a specified animal area and 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

- ▶▶ Conducts daily rounds within a specified area of responsibility to ensure essential daily and weekly tasks are being performed and to ensure that a high standard of animal welfare is being implemented.
- ▶▶ Supervises, coaches, and trains animal staff assigned to specific work areas.
- ▶▶ Develops and directs daily and weekly work assignments/projects.
- ▶▶ Evaluates employee performance, develops improvement plans, and administers disciplinary actions as necessary.
- ▶▶ Assists the Area Curator by ensuring that goals and objectives established by the Area Curator are being implemented by the staff.
- ▶▶ Oversees animal health monitoring in the designated area of responsibility, evaluates observations, and seeks assistance as needed.
- ▶▶ Prepares written reports and records as necessary.
- ▶▶ Performs and/or supervises veterinary treatments as directed by veterinarians.
- ▶▶ Performs zoo keeper duties as required.
- ▶▶ Assists in the maintenance, operations, and education functions of the zoo as necessary.
- ▶▶ Assists with special projects and helps other zoo employees as needed.
- ▶▶ Actively contributes to positive guest experiences.

ESSENTIAL MANAGEMENT/SUPERVISORY RESPONSIBILITIES

- ▶▶ Interviews, hires, and orients animal staff; prepares and administers regular evaluations; conducts disciplinary and termination conferences.
- ▶▶ Provides support and supervision to animal staff.
- ▶▶ Provides probationary and annual performance reviews for animal staff.
- ▶▶ Determines weekly staffing schedules; approves timecards; approves requests for paid days off; adjusts schedules to accommodate changing staffing needs.
- ▶▶ Ensures that animal staff are performing duties according to zoo procedures and policies and in compliance with applicable regulations.

EDUCATION AND/OR EXPERIENCE

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

- ▶▶ Bachelor's degree in life sciences or a related field is required; two years of zoo experience is essential.
- ▶▶ Depending upon assigned area of management, demonstrated ability in water systems, filtration systems, large carnivores, great apes, operant conditioning, or other experiences related to specific situations in the assigned area.

- ▶▶ 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 animal care and handling.
- ▶▶ Demonstrated knowledge of zoo policies, standards, operations, cleaning, and maintenance techniques.
- ▶▶ Ability to precisely follow and enforce instructions and safety regulations.
- ▶▶ Ability to endure high-stress situations when feeding, transferring, or restraining animals.
- ▶▶ Working knowledge of operant conditioning and behavioral enrichment.
- ▶▶ Ability to handle confidential information.
- ▶▶ 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 effectively and proactively train and supervise employees.
- ▶▶ Ability to arrive to work on time and maintain a positive attendance record.
- ▶▶ Ability to work a highly flexible work 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 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.
- ▶▶ This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- ▶▶ This position may include exposure to potentially dangerous animals.