

POSITION DESCRIPTION



POSITION TITLE: Commissary Associate

UPDATED: May 2017

SUPERVISOR'S TITLE: Commissary Supervisor

FLSA Status: Nonexempt

PURPOSE

The Commissary Associate performs the essential duties of the zoo's commissary, including food preparation and storage. This position also contributes to positive guest experiences and performs other duties as required.

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.
- ▶ Ensures 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.
- ▶ Operates vehicles to transport animal food within the zoo and from other facilities.
- ▶ Communicates with the Commissary Supervisor, Director of Animal Programs, Staff Veterinarian, Area Curators, and Section Supervisors to address diet-related issues.
- ▶ Assists with special projects and helps other zoo employees as needed.
- ▶ 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 preferred.
- ▶ 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 professionally and effectively communicate with others through written correspondence.
- ▶ Ability to troubleshoot, analyze situations, and make sound business decisions.
- ▶ Ability to make independent decisions and manage time effectively.
- ▶ Ability to work a highly flexible schedule; weekend, evening, holiday, and irregular hours will be required.
- ▶ Ability to handle confidential information.

- » Ability to understand and follow all safety regulations.
- » Ability to handle multiple tasks simultaneously.
- » Ability to arrive to work on time and maintain a positive attendance record.
- » 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 deal tactfully and politely with guest questions and misbehavior.
- » Excellent communication skills to establish and maintain effective working relationships with staff, volunteers, partners, and/or the public.

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 operate office equipment, including computers, copiers, fax machines, and phones.
- » Ability to professionally and appropriately interact and communicate with others, both in person and through phone, email, and written correspondence.
- » Ability to regularly travel to assigned areas several times per day and efficiently enter all assigned areas.
- » Ability to negotiate a confined workspace while working with one or more coworkers.
- » Ability to safely handle and operate sharp knives and food preparation equipment.
- » Ability to properly lift and carry items up to 50 pounds.
- » Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- » Good speaking and listening skills.
- » Ability to perform focused work with close attention to detail.
- » 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.
- » This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- » This position may include exposure to potentially dangerous animals.