

## POSITION DESCRIPTION



**POSITION TITLE:** Director of Operations

**CREATED:** January 2015

**SUPERVISOR'S TITLE:** Executive Director

**FLSA Status:** Exempt

### **POSITION PURPOSE**

The Director of Operations is responsible for the planning and management of those services that directly affect guest service, grounds, maintenance, and support services. This position oversees admissions, memberships, rides, guest activities and services, and picnic fulfillment as well as operation and maintenance of zoo grounds and facilities. This position also serves as the primary contact with the zoo's guest food service and retail contractor. 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**

- ▶ Works with department managers and staff to facilitate a positive guest experience.
- ▶ Oversees operation of guest services and activities, including admissions, memberships, online sales, rides, token machines, cash machines, face painting, and picnic fulfillment.
- ▶ Works with technology providers to utilize and maintain update-to-date and efficient systems.
- ▶ Works with appropriate staff to consider and implement guest and member promotions.
- ▶ Monitors, suggests, and implements improvements to systems and applications as appropriate.
- ▶ Serves as primary point of contact for food service and retail partner. Tracks contracts, performance, and reports.
- ▶ Oversees effective operations of zoo grounds and facilities, including maintenance, horticulture, housekeeping, safety and security, and support services programs.
- ▶ Oversees departmental responsibility for cleanliness of zoo grounds, including all guest spaces, restrooms, and general support areas.
- ▶ Participates in project management as appropriate.
- ▶ Assures safe, efficient operation and staff training of all zoo rides.
- ▶ Interviews, hires, and supervises department employees.
- ▶ Oversees daily duties and projects of department managers, supervisors, and employees.
- ▶ Communicates effectively and professionally with staff, partners, contractors, and guests.
- ▶ Actively contributes to positive guest experiences.
- ▶ Assists with special projects and helps other zoo employees as needed.

#### **MANAGEMENT/SUPERVISORY RESPONSIBILITIES**

- ▶ Establishes and maintains positive, cooperative, and effective working relations with fellow employees.
- ▶ Assists in determining staffing needs; interviews, hires, and orients all staff; prepares and administers regular evaluations; conducts disciplinary and termination conferences.
- ▶ Evaluates organization and processes in area and initiates improvements to same.
- ▶ Evaluates facilities in area and participates in planning improvements.
- ▶ Provides support and supervision to staff.

### **EDUCATION AND/OR EXPERIENCE**

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

- ▶ Bachelor's degree in business, communications, or a related field is required.
- ▶ Five years' experience in guest service, sales, or operations, and three years' experience in management is essential; or the equivalent combination of education and experience.
- ▶ Valid driver's license is required.

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*This description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.*

## **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.

- ▶▶ Knowledge of strategic planning in the areas of budgeting, analyzing, and benchmarking.
- ▶▶ Demonstrated knowledge of zoo policies, standards, operations, cleaning, and maintenance techniques.
- ▶▶ Ability to precisely follow and enforce instructions and safety regulations.
- ▶▶ Excellent organizational and motivational skills.
- ▶▶ Strong knowledge of public-relations practices.
- ▶▶ Excellent communication skills, both verbal and written, to establish and maintain effective working relationships with staff, volunteers, and the public.
- ▶▶ Excellent working knowledge of mathematical principles to make calculations, balance and reconcile figures, and make changes accurately.
- ▶▶ Excellent ability to think logically in order to troubleshoot, analyze situations, and make sound business decisions.
- ▶▶ Ability to deal tactfully and politely with guests, including the ability to answer questions and address behavior issues.
- ▶▶ Excellent ability to prioritize, make independent decisions, and delegate responsibilities when necessary; effective time-management skills.
- ▶▶ Ability to handle multiple tasks simultaneously and work under pressure.
- ▶▶ Ability to maintain effective working relationships with supervisors and subordinates.
- ▶▶ Ability to effectively and proactively train and supervise employees.
- ▶▶ 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 work schedule—weekend, evening, holiday, and irregular hours will be required.

## **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 negotiate a confined workspace while working with one or more other employees.
- ▶▶ Ability to regularly walk assigned areas several times per day and efficiently enter all enclosures.
- ▶▶ 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 see and read reports, receipts, and other statements; ability to hear; and ability to use fingers to handle currency and paperwork.
- ▶▶ Ability to perform focused work with close attention to detail.
- ▶▶ Ability to interact with others, both in person and through phone, e-mail, and written correspondence.
- ▶▶ 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 carry 50 pounds for 100 feet.
- ▶▶ This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- ▶▶ This position may include exposure to potentially dangerous animals.