

## POSITION DESCRIPTION



**POSITION TITLE:** Operations Associate

**UPDATED:** May 2017

**SUPERVISOR'S TITLE:** Operations Manager

**FLSA Status:** Nonexempt

### **PURPOSE**

The Operations Associate serves in the zoo's Operations Department. This position performs multiple duties throughout the zoo including operating rides, maintaining pathways, general cleaning, and providing guest service. Associates work a flexible schedule to include evenings, weekends, and holidays. 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**

- ▶ Operates rides; including loading and unloading guests, giving rider safety instructions, starting and stopping ride cycles, and collecting tokens.
- ▶ Maintains the cleanliness of all guest areas including pathways, restrooms, and trash cans.
- ▶ Courteously responds to guest needs in a world class service environment.
- ▶ Maintains thorough knowledge of essential equipment, software, and hardware used.
- ▶ Maintains thorough knowledge of zoo policies and procedures.
- ▶ Maintains the highest level of cleanliness in public and behind the scenes areas.
- ▶ 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.
- ▶ Previous guest service, hospitality, or retail experience is preferred.
- ▶ Cash handling experience is preferred.

### **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.

- ▶ Ability to read and perform basic mathematics.
- ▶ 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 professionally and appropriately interact and communicate with others in person.
- ▶▶ 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 read reports, receipts, and other statements; and ability to properly handle currency.
- ▶▶ Ability to properly lift and carry items up to 25 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.