

POSITION DESCRIPTION



POSITION TITLE: Commissary Supervisor

UPDATED: May 2017

SUPERVISOR'S TITLE: Director of Animal Programs

FLSA Status: Nonexempt

PURPOSE

The Commissary Supervisor oversees the operation, staffing, and maintenance of the zoo's commissary. 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

- ▶ Orders all animal food and related supplies, maintaining an adequate animal food inventory.
- ▶ Coordinates the timing of food ordering to ensure that fresh, high-quality food items are available at all times without unnecessary overstocking.
- ▶ 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.
- ▶ Coordinates and performs maintenance on all food preparation and storage facilities and equipment.
- ▶ Oversees the preparation of animal diets as directed by the appropriate Diet Worksheets.
- ▶ Performs the duties of a Commissary Associate.
- ▶ Manages the commissary budget, including negotiation of pricing and contracts with vendors.
- ▶ 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.
- ▶ Operates vehicles to transport animal food within the zoo and from other facilities.
- ▶ Communicates with the 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.

SUPERVISORY RESPONSIBILITIES

- ▶ Recruits, trains, schedules, and supervises the commissary's workforce, including staff, volunteers, and interns.
- ▶ Oversees the coaching and training of employees assigned to specific work areas.
- ▶ Assists in determining staffing needs; interviews, hires, and orients all staff; prepares and administers regular evaluations; conducts disciplinary and termination conferences.
- ▶ 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.

- ▶ High school diploma or GED is required.
- ▶ Three years of experience working in a food preparation setting is required.
- ▶ Valid driver's license is required.

- ▶▶ A bachelor's degree in animal science, biology, nutrition, food management, or related field is preferred.
- ▶▶ Supervisory 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.

- ▶▶ Knowledge of advanced sanitary food preparation and storage practices.
- ▶▶ Demonstrated knowledge of zoo policies, standards, operations, cleaning, and maintenance techniques.
- ▶▶ Ability to enforce instructions and safety regulations.
- ▶▶ 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.
- ▶▶ Strong organizational skills.
- ▶▶ Ability to effectively and proactively train and supervise employees.
- ▶▶ Ability to make independent decisions and delegate responsibility and duties.
- ▶▶ Knowledge of management practices to direct staff.
- ▶▶ 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.