

POSITION DESCRIPTION



POSITION TITLE: Section Supervisor

UPDATED: May 2017

SUPERVISOR'S TITLE: Area Curator

FLSA Status: Nonexempt

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.

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.
- ▶ 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.
- ▶ Operates vehicles to transport supplies, equipment, and animals within the zoo and between other facilities.
- ▶ 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.

SUPERVISORY RESPONSIBILITIES

- ▶ Supervises, coaches, and trains animal staff assigned to specific work areas; ensures that animal staff are performing duties according to zoo procedures and policies and in compliance with applicable regulations.
- ▶ Develops and directs daily and weekly work assignments/projects.
- ▶ 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 animal staff.
- ▶ Determines weekly staffing schedules; approves timecards; approves requests for paid days off; adjusts schedules to accommodate changing staffing needs.

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.
- ▶ Three years of experience in a zoological setting is required.
- ▶ Valid driver's license is required.
- ▶ 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 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 animal care and handling.
- » Demonstrated knowledge of zoo policies, standards, operations, cleaning, and maintenance techniques.
- » Ability to endure high-stress situations when feeding, transferring, or restraining animals.
- » Knowledge of operant conditioning and behavioral enrichment.
- » 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.
- » Knowledge of Microsoft Office software.
- » Knowledge of correct grammatical usage, punctuation, etc.
- » 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 work 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 handle and restrain a variety of small animals in a program setting.
- » 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.
- » This position may include exposure to potentially venomous animals.
- » This position may include exposure to zoonotic diseases.