

## POSITION DESCRIPTION



**POSITION TITLE:** Maintenance Superintendent

**UPDATED:** September 2019

**SUPERVISOR'S TITLE:** Director of Operations

**FLSA Status:** Exempt

### **PURPOSE**

The Maintenance Superintendent provides leadership in the zoo's Maintenance Department. In coordination with the Director of Operations, this position oversees all aspects of general daily, weekly, and yearly maintenance at the zoo. This position is also responsible for coordinating contractor projects and scheduling in accordance with labor and expenses. 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**

- ▶ Manages all general maintenance schedules and projects.
- ▶ Maintains zoo work order program.
- ▶ Maintains zoo vehicle fleet through preventative and routine maintenance schedules.
- ▶ Maintains zoo radio inventory and maintenance.
- ▶ Maintains all rides in proper working order in accordance with manufacturer, state, and zoo guidelines, policies, and procedures.
- ▶ Writes and maintains Standard Operating Procedures for all maintenance functions, equipment, and operation.
- ▶ Coordinates and builds relationships with current and potential new contractors.
- ▶ Ensures all contractors are properly licensed and insured to zoo requirements.
- ▶ Coordinates contractor projects with area leadership throughout the zoo.
- ▶ Manages all project bids as required.
- ▶ Maintains thorough knowledge of essential equipment, standard operating procedures, preventative maintenance calendars, software, and hardware used; trains staff following standard operating procedures and troubleshoots problems.
- ▶ Maintains thorough knowledge of zoo policies and procedures; trains staff on and enforces the policies and procedures.
- ▶ Manages expense budgets through appropriate purchasing of supplies; ensures team members have the correct tools to complete assigned tasks.
- ▶ Maintains the highest level of cleanliness in public and behind the scenes areas, including buildings, pathways, storage areas, and warehouses/garages.
- ▶ Reports status of assigned projects to the Director of Operations.
- ▶ Performs basic administrative duties such as filing, answering phone calls, and assisting the public.
- ▶ Ensures compliance to all state/federal regulations, zoo policies, and department procedures.
- ▶ Assists with special projects as needed.
- ▶ Courteously responds to guest needs and develops a world class service environment.
- ▶ Assists with special projects and helps other zoo employees as needed.
- ▶ Actively contributes to positive guest experiences.

#### **SUPERVISORY FUNCTIONS**

- ▶ Works directly with and supervises maintenance department staff, successfully directing and managing the team.
- ▶ Assists in determining staffing needs; interviews, hires, and orients all staff; prepares and administers regular evaluations; conducts disciplinary and termination conferences.
- ▶ Responsible for the development of supervisors and team members by providing consistent training, feedback, and coaching.
- ▶ Manages labor budgets by creating and maintaining team member weekly schedules.

- » Creates and maintains team member daily work assignments.
- » 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.

- » Valid driver's license and ability to be insured and operate zoo vehicles are required.
- » Bachelor's degree or applicable certifications and/or licenses in project management, facilities management, or a related field are required.
- » Two years of previous supervisory experience is required.
- » Five years experience in a minimum of two of the following skill sets is required:
  - Carpentry
  - Electrical
  - HVAC
  - Plumbing
  - Automobiles
- » Experience operating forklifts, high reaches, bobcats, and pulling trailers 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 perform standard and preventative maintenance on all maintenance equipment.
- » Ability to operate equipment such as general maintenance tools (Including but not limited to drills, screw drivers, hammers, saws, levels, and wrenches), snow plows and blowers, trimmers, leaf blowers, high reaches, and other small engine equipment.
- » Ability to be trained on all zoo attractions.
- » 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 general office procedures and practices.
- » Ability to create and manage budgets.
- » 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, both verbal and written, to establish and maintain effective working relationships with staff and 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 function 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 read reports, receipts, and other statements.
  - » 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.