

POSITION DESCRIPTION



POSITION TITLE: Operations Services Manager

CREATED: March 2020

SUPERVISOR'S TITLE: Director of Operations

FLSA Status: Nonexempt

PURPOSE

Under general supervision, the Operations Services Manager provides leadership in the zoo's Operations Department ensuring a positive guest experience. This position assists the Director of Operations in the management and review of park operations, including rides, special events, and public cleaning services. The Operations Services Manager oversees the budgets, including labor and expenses, for all zoo rides, custodial services, park cleanliness, and special event set-up. 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

- ▶ Courteously responds to guest needs and develops a world class service environment.
- ▶ Assists in the operational support for all major events. Ensures a quality presentation in event areas; including set up and tear down. Works with other departments (Development, Communications, Education) to accomplish event timelines and goals.
- ▶ Maintains special focus on establishing operating procedures, labor standards, and guest engagement for part-time and seasonal staff.
- ▶ Manages expense budgets through appropriate purchasing of supplies.
- ▶ Creates, administers, and maintains records for all department staff member orientation and training sessions – rides, custodial, etc.
- ▶ Writes and maintains Standard Operating Procedures for all rides and attractions.
- ▶ Writes and maintains Standard Operating Procedures for all restrooms, public buildings, pathways and Operations department functions.
- ▶ Maintains all pathways year-round for guest and employee access and safety.
- ▶ Coordinates all onsite trash and recycling collection programs.
- ▶ Oversees the completion of all open and close procedures for all public buildings and common spaces.
- ▶ Maintains the highest level of cleanliness in public and behind the scenes areas, including buildings, pathways, storage areas, and warehouses.
- ▶ Oversees completion of daily opening and closing procedures for restrooms, rides, and other projects as assigned.
- ▶ Reports status of assigned projects to the Director of Operations.
- ▶ Ensures Team Members have the correct tools to safely complete assigned tasks.
- ▶ 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.
- ▶ Maintains thorough knowledge of essential equipment, software, and hardware used.
- ▶ Maintains thorough knowledge of zoo policies and procedures.
- ▶ Ensures strict adherence to all cash handling procedures, including tokens.
- ▶ Assists with special projects and helps other zoo employees as needed.
- ▶ Actively contributes to positive guest experiences.

SUPERVISORY RESPONSIBILITIES

- ▶ Assists in determining staffing needs; interviews, hires, and orients all staff; prepares and administers regular evaluations; conducts disciplinary and termination conferences.
- ▶ Effectively oversees departmental leadership staff.
- ▶ Trains, schedules, and oversees night watch security and warehouse and receiving programs.

- » Creates and maintains area daily rotation grids.
- » Creates weekly staff schedules
- » Trains staff on all standard operating procedures for their assigned work areas.
- » Performs the role of Operations Contact as necessary
- » Provides support and supervision to Operations 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 guest service, hospitality, event logistics, or retail experience is required.
- » Previous supervisory experience is preferred.
- » Ability to be insured and operate zoo vehicles is required.
- » Valid driver's license is required.
- » A college degree 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 be trained on all zoo attractions.
- » Ability to operate equipment such as fork lifts, skid steers (Bobcat), push & ride mowers, pressure washers, golf carts, snow plows & blowers, trimmers, leaf blowers, and other small equipment.
- » Ability to professionally and effectively communicate with others through written and verbal correspondence.
- » Ability to handle multiple tasks simultaneously.
- » Ability to troubleshoot, analyzes situations, and makes sound business decisions.
- » Ability to make independent decisions and manage time effectively.
- » Knowledge of Microsoft Office software
- » Strong organizational skills.
- » 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.
- » 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 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 read reports, receipts, and other statements; and ability to properly handle currency.
- » 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.