

POSITION DESCRIPTION



POSITION TITLE: Operations Lead

UPDATED: October 2021

SUPERVISOR'S TITLE: Operations Services Supervisor

FLSA Status: Nonexempt

PURPOSE

The Operations Lead provides leadership in the zoo's Operations Department. This position assists the Operations Services Manager and Operations Services Supervisor as part of the leadership team responsible for all aspects of the day-to-day operations within a specified area of the zoo. The Operations Lead assists in overseeing the specified area's daily labor and expense use. 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

- ▶ Responsible for the daily operation and is the first point of contact for team members, guests, and interdepartmental partners in the absence of a Supervisor or Manager.
- ▶ Monitors the operations services to ensure guest and team members' safety, positive guest interactions, capacity goals, and daily labor budgets.
- ▶ Courteously responds to guest needs and develops a world class service environment.
- ▶ Works alongside and supports front line Operations Services staff in the areas of rides, park cleanliness, special events, etc. This position is an in-park leader.
- ▶ Assists area supervisors in maintaining Standard Operating Procedures for all functions within their assigned area.
- ▶ Ensures strict adherence to all cash handling procedures, including tokens.
- ▶ Maintains all pathways year-round for guest and employee access and safety.
- ▶ Conducts surveys and analysis as requested.
- ▶ Opens and closes all operations buildings in assigned area.
- ▶ Oversees completion of daily opening and closing procedures for their assigned area.
- ▶ Ensures Team Members have the correct tools to complete assigned tasks.
- ▶ Reports status of assigned projects to the Operations Services Manager and Supervisor.
- ▶ 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.
- ▶ Maintains the highest level of cleanliness in public and behind the scenes areas, including buildings, restrooms, pathways, storage areas, trash cans, and warehouses.
- ▶ Assists with special projects and helps other zoo employees as needed.
- ▶ Actively contributes to positive guest experiences.

SUPERVISORY RESPONSIBILITIES

- ▶ Assists in determining staffing needs; assists in interviewing and hiring as necessary; orients and trains all staff; prepares and administers regular evaluations.
- ▶ Assists in creating and maintaining area daily rotation grids.
- ▶ Trains staff on all standard operating procedures for their assigned work areas.
- ▶ Provides support and supervision to staff in the absence of Operations Services manager or supervisor.

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.
- » Ability to be insured and operate zoo vehicles is required.
- » Valid driver's license is required.
- » One year of guest service, hospitality, or retail 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 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.
- » Ability to professionally and effectively communicate with others through written correspondence.
- » 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.
- » Knowledge of general office procedures and practices.
- » 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 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 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.