

POSITION DESCRIPTION



POSITION TITLE: Operations Assistant

CREATED: November 2021

SUPERVISOR'S TITLE: Operations Services Supervisor

FLSA Status: Nonexempt

PURPOSE

The Operations Assistant serves in the zoo's Operations Department. This position performs multiple duties throughout the zoo including operating rides, maintaining pathways, general cleaning, event set up assistance, and providing guest service. This position will work a flexible schedule to include evenings, weekends, holidays, and possible overnight hours, as needed. 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

- ▶ Operates rides; including loading and unloading guests, giving rider safety instructions, starting and stopping ride cycles, and collecting tokens.
- ▶ Maintains the cleanliness of all guest areas, including pathways, restrooms, and trash cans.
- ▶ Assists the Operations Services team with miscellaneous duties including: snow removal, event operations support, painting, and other duties as assigned.
- ▶ Reports status of assigned projects to the Operations Services Manager and Supervisor.
- ▶ Assists with non-catered event setups and season event set ups such as Wild Zoo Halloween, Christmas, etc.
- ▶ Assists with general storage areas, ensuring that they are properly stocked and inventoried.
- ▶ Performs Night Watch duties as needed.
- ▶ Courteously responds to guest needs in a world class service environment.
- ▶ 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.
- ▶ Assists with special projects and helps other zoo employees as needed.
- ▶ Actively contributes to positive guest experiences.

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 and riding mowers, pressure washers, golf carts, snow plows and blowers, and trimmers.
- ▶ Ability to ensure all zoo sanitation, chemical handling, and safety standards are met.
- ▶ Ability to professionally and effectively communicate with others through written correspondence.
- ▶ Ability to make independent decisions and manage time effectively, with limited supervision.
- ▶ Knowledge of Microsoft Office software.
- ▶ Strong organizational skills.

- » Knowledge of general office procedures and practices.
- » Ability to work a highly flexible schedule; weekend, evening, holiday, and possible overnight 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.