

## POSITION DESCRIPTION



**POSITION TITLE:** Director of Operations

**UPDATED:** January 2022

**SUPERVISOR'S TITLE:** Executive Director

**FLSA Status:** Exempt

### PURPOSE

The Director of Operations is responsible for the planning and management of those services that directly affect guest service, grounds, construction, maintenance, consumer events, and support services. This position oversees admissions, consumer events, rides, guest activities and services, and group sales fulfillment as well as operation, construction, and maintenance of zoo grounds and facilities. This position also serves as the primary contact with the zoo's guest food service and retail contractors. 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**

- ▶ Works with department managers and staff to facilitate a positive guest experience.
- ▶ Oversees operation of guest services and activities, including admissions, memberships, online sales, rides, token machines, cash machines, face painting, and picnic fulfillment.
- ▶ Works with technology providers to utilize and maintain update-to-date and efficient systems.
- ▶ Works with appropriate staff to consider and implement guest and member promotions.
- ▶ Monitors, suggests, and implements improvements to systems and applications as appropriate.
- ▶ Serves as primary point of contact for food service and retail partner. Tracks contracts, performance, and reports.
- ▶ Oversees effective operations of zoo grounds and facilities, including maintenance, horticulture, housekeeping, safety and security, and support services programs.
- ▶ Oversees construction projects through all phases of concept through build. Ensures projects open on time and stay within budget.
- ▶ Oversees consumer events and group sales team, ensuring event and booking portfolio evolves and grows.
- ▶ Oversees departmental responsibility for cleanliness of zoo grounds, including all guest spaces, janitorial, and general support areas.
- ▶ Participates in project management as appropriate.
- ▶ Assures safe, efficient operation and staff training of all zoo rides.
- ▶ Evaluates organization and processes in area and initiates improvements to same.
- ▶ Evaluates facilities in area and participates in planning improvements.
- ▶ Serves as Park Duty Manager as needed, including some weekend shifts.
- ▶ Oversees daily duties and projects of department managers, supervisors, and employees.
- ▶ Communicates effectively and professionally with staff, partners, contractors, and guests.
- ▶ 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.
- ▶ 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.

- ▶ Bachelor's degree in business, communications, or a related field is required.

- » Five years of experience in guest service, sales, or operations is required.
- » Three years of experience in management is required.
- » Working experience in managing guest service, maintenance, and operations functions is required.
- » Valid driver's license 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 set standards, develop operating procedures, and consistently meet service and appearance standards.
- » Knowledge of maintenance planning and maintenance program management.
- » Ability to assemble, train, and manage a large team.
- » Knowledge of strategic planning in the areas of budgeting, analyzing, and benchmarking.
- » Demonstrated knowledge of zoo policies, standards, operations, cleaning, and maintenance techniques.
- » Knowledge of public-relations practices.
- » Knowledge of mathematical principles to make calculations, balance and reconcile figures, and make changes accurately.
- » 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.
- » Strong organizational skills.
- » Knowledge of general office procedures and practices.
- » Knowledge of correct grammatical usage, punctuation, etc.
- » 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 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 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.