

## POSITION DESCRIPTION



**POSITION TITLE:** Operations Shift Lead

**CREATED:** February 2023

**SUPERVISOR'S TITLE:** Operations Lead

**FLSA Status:** Nonexempt

### PURPOSE

The Operations Shift Lead assists the Operations Lead 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 Shift Lead assists with ride operations, janitorial operations, and other daily operations within a specified shift. This position also performs Operations Associate duties and supports team members 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**

- » Monitors operations services to ensure guest and team members' safety and positive guest interactions.
- » 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., serving as an in-park leader.
- » Maintains pathways for guest and team member access and safety within assigned area.
- » 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 Lead and Operations Services Supervisor.
- » 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.
- » Assists with maintaining the highest level of cleanliness in public and behind the scenes areas, including buildings, restrooms, pathways, storage areas, trash cans, and warehouses.
- » Supports the zoo's commitment to continued growth of diversity, equity, access, inclusion, and belonging for zoo team members, volunteers, guests, and supporters. Embraces these fundamentals in leadership practices.
- » 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 orientation and training of staff, assists in administering standard operation procedure audits.
- » Provides support and supervision to staff in the absence of Operations Lead or Operations Services Supervisor.

### EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience.

- » One year of guest service, hospitality, or retail experience is required.
- » Ability to be insured and operate zoo vehicles is required.
- » Valid driver's license is required.
- » High school diploma or GED 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 pressure washers, golf carts, and leaf blowers.
- » Ability to professionally and effectively communicate with others through verbal correspondence.
- » Ability to troubleshoot, analyze situations, and make sound business decisions.
- » Ability to make independent decisions and manage time effectively.
- » Strong organizational skills.
- » 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 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 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 or venomous animals.
- » This position may include exposure to zoonotic diseases.
- » This position may include exposure to noxious native plants.
- » This position may include exposure to native biting insects and arthropods.