

POSITION DESCRIPTION



POSITION TITLE: Safety and Security Manager

Updated: July 2023

SUPERVISOR'S TITLE: Director of Operations

FLSA Status: Exempt

PURPOSE

The Safety and Security Manager is responsible for creating and overseeing the safety and security team. This position ensures 24/7 security presence on grounds and develops and implements standard operating manuals, acts as trainer to the zoo team, and ensures the requirements of OSHA regulations as well as the Association of Zoos and Aquariums are met. 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

- ▶ Maintains facility safety and security requirements and implements procedures for safeguarding the facility, guests, staff, volunteers, and animal collection.
- ▶ Responds to emergency situations, conducts investigations, and completes incident reports.
- ▶ Develops, plans, coordinates, and administers organization wide safety and security training, drills, and related activities.
- ▶ Documents, reports, and reviews safety and security training and drills with the Risk Management Committee.
- ▶ Develops, plans, coordinates, and administers safety audits and inspection plans.
- ▶ Maintains inspection reports and records deficiencies and provides recommendations for improvement.
- ▶ Remains knowledgeable of current and changing OSHA and AZA safety and security standards; works with Director of Operations or appropriate leadership for corresponding program needs.
- ▶ Maintains the facility calendar for drills, safety inspections, and training; includes assisting with contracted vendors for life safety system annual inspections.
- ▶ Communicates all safety and security related policies and procedures to staff and volunteers to ensure they are practiced uniformly across departments.
- ▶ Provides safety training to new employees and volunteers and conducts annual refresh training for all staff and volunteers on safety and security procedures.
- ▶ Manages the confined space entry protocol and procedure for staff.
- ▶ Maintains accurate records of material safety data sheets for all departments.
- ▶ Manages and maintains all security systems including but not limited to: key access, security camera system, burglar alarm system, and issuance of employee access codes, gate openers and future access control cards.
- ▶ Manages parking lot flow and issues as needed.
- ▶ Manages Security Ranger team.
- ▶ Ensures 24/7 security coverage of facility.
- ▶ Maintains the schedule of additional guard (special duty officers) coverage for events and overnights when applicable.
- ▶ Acts as a liaison to local Law Enforcement and Fire Department.
- ▶ Manages park wide AED upkeep.
- ▶ Manages and facilitates park wide first aid program and assists Guest Services Manager with training park employees.
- ▶ Maintains a professional and respectable demeanor throughout the course of providing safety and security on behalf of the Fort Wayne Children's Zoo.

- ▶▶ 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; 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 is required.
- ▶▶ Five years of security or relevant working experience in a management role is required.
- ▶▶ Successful completion of Weapons Team certification within 30 days of hire is required.
- ▶▶ CPR/AED certification is required.
- ▶▶ Valid driver's license is required.
- ▶▶ Previous supervisory experience is preferred.
- ▶▶ CPR/AED Instructor Certification 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.

- ▶▶ Demonstrated knowledge of security operations, safety practices, and incident investigation in a public institution.
- ▶▶ 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, overnights, 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 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 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.