

POSITION DESCRIPTION



POSITION TITLE: Hospital Keeper

UPDATED: June 2024

SUPERVISOR'S TITLE: Director of Animal Health and Conservation

FLSA Status: Nonexempt

PURPOSE

The Hospital Keeper provides support to the Director of Animal Health and Conservation and other veterinary staff by assisting with animal care, quarantine, water quality testing, and hospital maintenance responsibilities. 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

- ▶ Provides daily food, water, enrichment, and observation for animals housed in the vet hospital holding areas, quarantine building, and aquatic quarantine areas. Cleans holding and quarantine animal enclosures daily and maintains aquatic quarantine systems.
- ▶ Obtains regular weights of animals housed at the vet hospital or in quarantine.
- ▶ Coordinates with Animal Care Supervisors and Area Curators to set up holding and quarantine enclosures prior to animals arriving (e.g., collecting and installing perches, obtaining proper food/water containers, stocking with proper supplies and cleaning tools, establishing appropriate water quality and acclimation procedures, etc.).
- ▶ Maintains holding and quarantine facilities in a clean, working order (e.g., stocking, sweeping, cleaning counters, cleaning drains, etc.); breaks down and disinfects quarantine facilities following the end of a quarantine period, based on veterinary recommendations.
- ▶ Conducts and documents regular animal wellbeing assessments.
- ▶ Engages with guests both informally and through formal presentations (e.g., Keeper Chats, Wild Encounters, VIP tours, etc.).
- ▶ Cleans and disinfects shipping crates used for new animal acquisitions; returns cleaned crates to the sending institution if requested.
- ▶ Provides feeding and care for injured/orphaned wildlife and coordinates transferring the wildlife to licensed rehabilitators.
- ▶ Maintains the veterinary hospital, quarantine building, and aquatic quarantine area in a clean, organized, professional order. Sweeps, mops, and cleans the vet hospital garage, attic, and the paved areas outside the vet hospital. Sweeps and organizes the aquatic quarantine garage and storage room. Sweeps, mops, and organizes all areas of the quarantine building. Makes appropriate lighting and climate system updates as needed for all animal areas within these buildings.
- ▶ Assists the Veterinary Technicians with daily treatments of hospitalized animals and provides daily treatments in the absence of the Veterinary Technicians.
- ▶ Assists the Environmental Quality Technician with water quality testing as needed.
- ▶ Maintains and processes regular garbage and recyclable materials.
- ▶ Picks up medical supplies, drugs, and other items from in-town vendors; delivers supplies and prescription refills to other areas of the zoo.
- ▶ Prepares and delivers packages for air or ground delivery.
- ▶ Picks up and delivers animals from/to other institutions as needed.

- ▶ Operates vehicles to transport animals and medical supplies within the zoo and between other facilities.
- ▶ Supports the zoo's commitment to continued growth of diversity, equity, access, inclusion, and belonging for zoo team members, volunteers, guests, and supporters.
- ▶ 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.
- ▶ Valid driver's license is required.
- ▶ Bachelor's degree in an animal-related field is preferred.
- ▶ Two years of experience working in a zoological setting is preferred.
- ▶ Familiarity with all taxonomic groups 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.

- ▶ Knowledge of advanced animal care and handling.
- ▶ Ability to endure high-stress situations such as examining, restraining, or treating animals.
- ▶ Knowledge of the natural history for the species under direct care.
- ▶ Knowledge of animal welfare concepts and ability to apply that knowledge to assess the welfare of individuals or groups of animals.
- ▶ Ability to utilize specialized tools (ladders, spin trimmers, mowers, hand drills, etc.).
- ▶ Ability to identify native trees and shrubs when providing browse to animals.
- ▶ Demonstrated knowledge of zoo policies, standards, operations, cleaning, and maintenance techniques.
- ▶ Ability to adapt to a rapidly changing, dynamic work environment.
- ▶ 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.
- ▶ 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 handle and restrain a variety of small animals in a program setting.
- » 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.