



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

Lead Zookeeper

Department: Parks & Recreation

Reports to: Zoo Superintendent

Pay Grade: H09

Date Established: 7/2014

Date Revised: 10/17

FLSA Status: Non-Exempt

CLASSIFICATION SUMMARY

The Lead Zookeeper directs and monitors the daily work assignments of the Zookeepers, ensuring that all work tasks are completed in compliance with Zoo policies and AZA standards. The Lead Zookeeper serves as the liaison between the Zookeepers and Zoo Superintendent and reports all disciplinary matters to the Zoo Superintendent. In the absence of the Zoo Superintendent, the Lead Zookeeper assumes responsibility for decisions concerning Zoo operations, animal care concerns, emergency procedures during an animal escape, and public relations with Zoo patrons.

This job serves as the primary trainer to the Zookeepers on all policies and procedures related to animal diet preparation, administration of medication, animal transfers, animal enrichment and training programs, and animal husbandry. The job also serves as the Zoo registrar, entering appropriate data into the ZIMS database, including new animals, daily veterinary and medical records, enrichment, and training information. This job collaborates with the Zoo Education Curator to improve Zookeeper presentations for the public and to improve patron interactions with the Zookeepers and Zoo exhibits.

This job also performs duties to maintain the animals and facilities of the Zoo, ensuring animal health and welfare and public safety in the Zoo operations. The job includes preparing and delivering food, cleaning and maintaining animal enclosures, observing animal behaviors, assisting in rendering medical care and attention, providing habitat and behavior enrichment, actively participating in the Zoo's training program, and ensuring animal safety and security. The job also includes maintenance of Zoo facilities, animal enclosures and exhibits including construction repairs, landscaping, weed control and snow removal as needed. Most work is performed in public view so public relations and customer service is a significant part of the job. The job directs part-time/seasonal employees and volunteers. The job is supervised by the Zoo Superintendent.

The job requires knowledge of animal care, building maintenance, and customer service. The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work environment includes animal care and control and a building and grounds maintenance environment that includes the use of power equipment and outdoor weather conditions including extreme temperatures. The job is exposed to wild and/or exotic animals and requires occasionally handling or restraining the animals for medical attention. The noise level is generally moderate but can occasionally be high. Weekend and holiday work is often required.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Directs and monitors daily work assignments of Zookeepers. Ensures tasks are completed in accordance with Zoo policies and AZA standards.

Serves as the liaison between the Zoo Superintendent and Zookeepers and reports disciplinary matters to Zoo Superintendent for resolution.

Assumes responsibility for Zoo operations in the absence of the Zoo Superintendent, including all animal care concerns, emergency protocols for animal escapes, and public relations with Zoo patrons.

Trains Zookeepers on policies and procedures related to animal diet preparation, administration of medication, animal transfers, animal enrichment and training programs, and animal husbandry.

Serves as acting Zoo registrar and enters data into ZIMS database concerning new animals, daily veterinary and medical records, enrichment, and training information.

Collaborates with Zoo Education Curator to improve presentations for the public and improve patron interactions with the Zookeepers and Zoo exhibits.

Maintains the animals and facilities of the City Zoo, ensuring animal health and welfare and public safety in the Zoo operations. Maintains and cares for Zoo animals including, but not limited to, preparing and delivering food, cleaning and maintaining cages and enclosures, observing behaviors, assisting in rendering medical care and attention, providing habitat and behavior enrichment, participating in the training program, and ensuring their safety and security.

Maintains Zoo facilities, animal enclosures and exhibits, and grounds to ensure cleanliness and public safety. Performs seasonal groundskeeping and landscaping work including, but not limited to, trimming, weed control, and snow removal. Performs minor maintenance and repair work on exhibits; provides suggestions and input for exhibit improvements.

Assist in future exhibit design and collection planning.

Provides customer service to the public. Provides information, answers questions and inquiries, and gives tours, presentations, and demonstrations at the facility and off-site.

Assists veterinarians in providing medical attention and care to animals, including capturing, sedating, and medicating, as directed.

Maintains records, documents, and logs of animals for Zoo database. Prepares reports, as directed.

Maintains inventory of food, supplies, medications, and equipment, including ordering and reconciling orders on delivery.

Directs and trains part-time/seasonal employees, volunteers, and work-study students.

Performs cashiering and cash handling duties, including reconciling receipts daily.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty and be successful in the position.

Knowledge of:

- Methods, techniques, and objectives of care to ensure animal health, welfare, and safety in a Zoo environment;
- Zoo operation and animal care policies, procedures and protocols;
- Federal, state, and all other applicable statutes and laws governing wild and/or exotic animal keeping;
- Methods and techniques of assisting in the provision of medical evaluation and treatment to animals including, but not limited to, capture, sedation, medication, treatment, and general health evaluations;
- Animal registration and ZIMS database;
- Building and grounds maintenance and landscaping methods and techniques;

- Customer service methods, techniques, and objectives;
- Cash handling and accounting methods and techniques;
- Employee training and direction methods, techniques, and objectives;
- Methods, techniques, and objectives of inventory maintenance including ordering and order reconciliation;
- Federal, state, City, and other applicable rules and regulations regarding proper use, inventory, and disposal of drugs used in the treatment and/or euthanasia of animals;
- Federal (OSHA) regulations and City policies regarding safe work practices relating to use of janitorial equipment, power tools, groundskeeping, and all applicable equipment;
- Operation of basic office equipment;
- Operation of a personal computer and job-related software applications.

Skill and Ability to:

- Direct and monitor Zookeeper work assignments;
- Train Zookeepers on Zoo policies and AZA standards;
- Maintain the animals and facilities of the City Zoo, ensuring animal health and welfare and public safety in the Zoo operations;
- Maintain Zoo animals including, but not limited to, preparing and delivering food, cleaning and maintaining cages and enclosures, observing behaviors, assisting in rendering medical care and attention, providing habitat and behavior enrichment, participate in the training program and ensuring their safety and security;
- Maintain Zoo facilities, animal enclosures and exhibits, and grounds to ensure cleanliness and public safety;
- Perform seasonal groundskeeping and landscaping work including, but not limited to, trimming, weed control, and snow removal;
- Provide customer service to the public. Provide information, answer questions and inquiries, and give tours, presentations, and demonstrations at the facility and off-site;
- Assist veterinarians in providing medical attention and care to animals, including capturing, sedating, and medicating, as directed;
- Maintain records, documents, and logs of animals for Zoo database. Prepare reports, as directed;
- Maintain inventory of food, supplies, medications, and equipment, including ordering and reconciling orders on delivery;
- Direct and train part-time/seasonal employees, volunteers, and work-study students;
- Perform cashiering and cash handling duties, including reconciling receipts daily;
- Perform minor maintenance and repair work on exhibits; provide suggestions and input for exhibit improvements;
- Operate specialized animal control and restraint equipment, including firearms;
- Operate a motor vehicle;
- Operate hand and power tools;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED and three (3) years' captive animal husbandry experience is required;
- Bachelor degree in biology, animal sciences, or a related field is preferred;
- Idaho driver's license required;
- Leadership experience, preferred;
- Certifications by federal or state agencies may be required, depending on assignment;

- Three (3) years' Zoo or other animal care experience is preferred.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, and bend. The job requires hand/finger dexterity to handle animals, manipulate tools, operate janitorial and groundskeeping equipment, and reach with hands and arms. The job requires operation of job-related equipment and driving a vehicle. The employee must occasionally lift and/or move up to 50 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.