



# CITY OF POCATELLO CLASSIFICATION SPECIFICATION

## *Zoo Manager*

Department: Parks & Recreation

Reports to: Parks & Recreation Director

Pay Grade: H14

Date Established: 3/2014

Date Revised: 12/2017

FLSA Status: Exempt

### **CLASSIFICATION SUMMARY**

The Zoo Manager manages the employees and operations of the City Zoo ensuring animal health and welfare and public safety in the Zoo operations. This is a management position in the Parks and Recreation Department. The position serves as the liaison to the Pocatello Zoological Society. The job includes developing, planning, organizing, directing and supervising both long- and short-term objectives of zoo operations and administration of a division of Parks and Recreation. The job supervises the Zookeeper, Zoo Maintenance Technician, Curator of Education, Cashier, and Administrative Assistant positions. The job is supervised by the Parks & Recreation Director.

The job requires leadership abilities, management and administrative skills, and knowledge of zoo operations, 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, organizations, and the general public.

The work environment includes an office, animal care and control, and a building and grounds maintenance environment that includes outdoor weather conditions including extreme temperatures. The job is exposed to wild and/or exotic animals and requires occasionally handling or restraining them for medical attention. The noise level is generally moderate but can occasionally be high.

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

Plans, implements, and manages the daily operations, maintenance, and long-term development of the City Zoo. Performs short- and long-term planning for capital projects and improvements, educational and community outreach programs, and exhibit and grounds improvements. Creates and implements Division's annual operational and capital budget. Monitors spending for budget compliance, including use of City purchase cards.

Manages the animal collection, including acquisition and de-acquisition. Directs the care and management of the animal collection including, but not limited to, feeding, housing, medical care, and treatment. Ensures the Zoo is compliant with all federal, state, and other applicable laws, statutes, and regulations governing the collection, exhibition, and care of wild and/or exotic animals. Supervises the capture, restraint, movement, and medical treatment of animals, as needed. Plans, funds, schedules, and supervises capital improvements, new exhibits, and exhibit alterations and improvements.

Develops and implements Zoo policies and procedures, including staff and public safety procedures. Hires, trains, supervises, schedules, evaluates, and disciplines fulltime, part-time, and seasonal employees, including terminations. Ensures compliance with all Zoo, City, federal, state, and other applicable policies, procedures, and protocols.

Provides customer service to the public. Provides information, answers questions and inquiries, and gives tours, presentations, and demonstrations at the facility and off-site. Manages the Zoo's advertising and marketing. Represents the Zoo to the public, community, and news media. Serves as liaison to and on various community boards, committees, and interest groups.

Directs Zoo fund-raising and other special events and serves as liaison to Pocatello Zoological Society fundraising and special events. Maintains records, documents, and logs of animals for Zoo database. Prepares and presents reports as needed.

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 the supervision of the employees, operations, maintenance, and development of a zoo;
- Animal behavior, management, and care in a zoo environment;
- 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;
- Methods, techniques, and objectives of the preparation of informational, marketing, fund raising, and community education materials, including dissemination to the news media;
- Federal, state, and all other applicable statutes and laws governing wild and/or exotic animal collection, exhibition, and care;
- Methods and techniques of medical evaluation and treatment of animals including, but not limited to, capture, sedation, medication, treatment, and general health evaluations;
- Customer service methods, techniques, and objectives;
- Municipal budgeting methods, techniques, and objectives;
- Employee hiring, training, supervision, and evaluation 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 including a personal computer and job-related software applications.

#### **Skill and Ability to:**

- Manage the employees and operations of the City Zoo;
- Plan, implement, and manage the daily operations, maintenance, advertising, marketing and long term development of the Zoo;
- Create and implement Division's annual operational and capital budget including monitoring spending for budget compliance, including use of City purchase cards;
- Develop short- and long-term capital improvement plans;
- Plan, fund, schedule, and supervise capital improvements, new exhibits, and exhibit alterations and improvements;
- Manage the animal collection, including acquisition and de-acquisition;
- Direct the care and management of the animal collection;
- Ensure the Zoo is compliant with all federal, state, and other applicable laws, statutes, and regulations governing the collection, exhibition, and care of wild and/or exotic animals;
- Supervise the capture, restraint, movement, and medical treatment of animals, as needed;
- Provide customer service to the public;
- Represent the Zoo to the public, community, and news media;

- Direct Zoo fund-raising and other special events and serve as liaison to the Zoological Society's fundraising efforts and special events;
- Maintain records, documents, and logs of animals for Zoo database;
- Prepares and present periodic reports, as directed;
- Operate a motor vehicle;
- 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
- Bachelor's degree in biology, animal sciences, or a related field is required;
- Idaho driver's license required;
- Membership in Association of Zoos and Aquariums required;
- Five (5) years zoo administration 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 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.