



ANIMAL DEPARTMENT POSITION ANNOUNCEMENT Animal Keeper, African Rift Valley 2

Cheyenne Mountain Zoo (CMZ) is currently seeking a crazy good person to fill the position of **Animal Keeper in ARV 2 (African Rift Valley 2)**. This is a full time benefitted position that requires a motivated, dedicated team player who is willing to make a significant commitment to the organization and fits into our Zoo culture.

A competitive applicant will be a highly motivated, positive team player who can balance taking risks while maintaining a safe environment. This position requires a person who can handle a heavy, intensive workload in a fast paced, energetic environment; you'll need to not only be able to move fast, but also pay extremely close attention to detail and safety. This person should be an individual who is passionate about animal welfare and providing the highest quality of life for the animals in their charge. They will be a critical thinker who is open to creative and innovative ideas. Training and enrichment goals will be demanding. Applicants must have excellent public speaking skills to provide engaging experiences for Zoo guests. This applicant must work diligently to form positive, trusting relationships with BOTH the animals in their care and their coworkers; must be an excellent communicator & great at giving & receiving feedback.

Our goal is to be the best place you will ever work, and to connect our guests to wildlife and wild places, through experiences that inspire action. The successful candidate will work effectively with all levels of staff, helping to advance the Mission and Vision of the zoo.

CMZ Mission Statement: *A leader in conservation, captive breeding and animal care. Cheyenne Mountain Zoo connects people with wildlife and wild places through experiences that inspire action.*

CMZ Vision Statement: *Every kid. Every time. Goosebumps! Every kid, of any age, will have an experience for a lifetime with every visit.*

Primary Duties and Species:

Duties include but are not limited to:

- Conducting engaging and inspiring demos and tours. Proactively seeking opportunities to interact with guests, initiate Defining Moments and provide exemplary guest service experiences.
- Cheyenne Mountain Zoo has a lot of opportunities for our guests to engage with our animals, so a **passion** for sharing animals with others in a professional, safe, fun and inspiring manner is critical.
- Environmental enrichment, cleaning/maintaining exhibits and enclosures, assisting with veterinary procedures, recording animal observations and daily reports, as well as assisting with operant conditioning training.

Species: Reticulated Giraffe, African Lions and Okapi

Qualifications:

A bachelor's degree in an animal-related field and demonstrated paid experience working with animals in a zoo setting is preferred. Preference will be given to those applicants who have at least one year paid experience, operant conditioning training skills with first-hand experience in training new behaviors, and proficiency with dangerous animal safety procedures. **See attached job description for more information.**

How to Apply:

To apply, submit a cover letter and resume at this <https://form.jotform.com/212754721299058> link. If you have trouble with the application link contact Jason Bredahl, **via email** jbredahl@cmzoo.org Resume should be no more than 2 pages, single sided. **Resume and cover letter files should have the applicant's name FIRST in the file name (i.e. 'John Doe resume', or 'Jane Doe cover letter CMZ')**. Please do not send zipped files. Cover



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letter should focus on how candidate will contribute to CMZ's Mission and Vision as an animal keeper in this unique position. **Deadline:** 5pm (Mountain Standard Time) on October 15th, 2021.



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Position Title: Animal Keeper
Department: Animal
Reports to: Animal Care Manager
Supervises: None
FLSA Status: Non-Exempt

POSITION SUMMARY: This position is responsible for providing the highest quality care and husbandry of the animals to which they are assigned. We expect our Animal Keepers to support the Zoo in our mission "to be a leader in conservation, captive breeding and animal care; to connect people with wildlife and wild places through experiences that inspire action." Promotes professional working relationships with both internal and external customers. This position is non-supervisory in nature. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

Senior Animal Keeper Position Title: Senior Animal Keeper shares this same job description. This title is earned by Animal Keepers who have met specific criteria which are listed in the document *Criteria for Promotion to Senior Keeper and Senior Lead Keeper*.

Rover Animal Keeper: Rovers share the same job description. The only significant difference is they routinely work in multiple animal areas but their responsibilities are the same.

QUALIFICATIONS AND REQUIREMENTS:

- Bachelors or Associates Degree in Biology, Zoology or related field is preferred.
- Zoological experience may be accepted in lieu of education
- One year minimum paid Zoo experience is preferred
- Experience working with children and/or adults in an educational setting is a plus
- Must have excellent written and verbal communication skills and demonstrate the ability to interact clearly and effectively with both internal and external customers.
- Must submit to and pass a pre-employment drug/alcohol screening and criminal background check.
- Must be able to provide proof that you can legally work in the United States.
- Must have a valid Driver's License and be insurable as a driver in the state of Colorado.
- Computer efficiency in computer applications such as Word, internet and email. Excel is a plus.
- Skilled in establishing and maintaining effective working relationships with co-workers, vendors, Zoo staff, and the public.
- Ability to remain calm under pressure
- Ability to work at a fast pace while still paying attention to detail
- Ability to research, draw conclusions, and summarize data for discussion and review
- Take ownership and pride in responsibilities
- Possess the ability to organize and prioritize while working with strict deadlines
- Available to work flexible schedule including weekends and holidays



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- Ability to make good decisions regarding the welfare of animals, guests and organization.
- Able to work alone or with minimal day-to-day supervision
- Exceptional guest service skills

RESPONSIBILITIES AND DUTIES

ORGANIZATIONAL EXPECTATIONS:

- Ensure discretion with confidential information.
- Maintains courteous, helpful and professional behavior on the job. Will support the success of the entire team by promoting a collaborative work environment.
- Adheres to all CM Zoo Policies and Procedures, CM Zoo Safety Policies and Procedures, and USDA and OSHA guidelines.
- Consistently contributes to problem-solving and cooperates with identified resolutions.
- Must demonstrate regular attendance and punctuality.
- Brings issues and process improvement ideas to the attention of the Supervisor.
- Maintains verbal and written skills required for the position.
- Attends meetings and participates in committees as required.
- Completes trainings as required.
- Adheres to Company Dress Code Policy. Always "Zoo Crisp!"
- Demonstrates appropriate level of time management in support of co-workers and the entire team.
- Represent the Zoo in a professional manner

DEPARTMENTAL EXPECTATIONS:

- To educate, entertain and provide exemplary guest service experiences for all Zoo visitors through various programs, activities and continuous guest interaction.
- To provide a safe environment for the animals, themselves, co-workers and Zoo guests by identifying and addressing or reporting potential safety hazards.
- Make daily animal observations and report any issues to Animal Management.
- Keep accurate animal records
- Prepare and distribute diets to the animals.
- Clean animal enclosures, public areas, service areas and follow established protocols.
- Refurbish and renovate exhibits as needed
- Prepare and administer any required medications and/or supplements
- Collect fecal, urine and other samples as requested by the veterinarian
- Train appropriate animal behaviors and follow proper training protocols and techniques
- Submit new ideas and provide appropriate animal enrichment
- Properly capture and restrain animals when required
- Care for and properly use tools/supplies assigned to area.
- Create and provide Defining Moments for Zoo guests
- Assist in the design of programs and activities for Zoo guests



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- Implement positive, professional programs, activities and informal, interactive learning opportunities for Zoo guests of all ages
- Give presentations to guests, donors, volunteers and Zoo staff
- Maintain a positive, productive relationship with all Zoo staff
- Must contribute to a positive work environment
- Must be able to move and think quickly to avoid dangerous situations
- Other duties as assigned

INDEPENDENT ACTION

Must be a self-starter, take initiative, possess a high level of multi-tasking ability under high degree of pressure and be able to work with limited supervision.

EXTERNAL AND INTERNAL RELATIONSHIPS

Must be a cooperative and collaborative member of the team and able to handle interruptions and requests for information and assistance from employees with an attitude of good customer service.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical Requirements - While performing the duties of this job, the employee is frequently required to stand; walk; lift heavy objects; sit; use hands to manipulate, handle or feel objects, tools, or controls; talk, see, hear and smell. The employee is required to reach and stretch with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may be required to endure extremes in temperature and may work in hazardous environments where personal protective equipment is required. Requires full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use department equipment, to communicate effectively; requires standing, walking, sitting (possibly for long periods of time) and performing repetitive tasks (including working on the computer) for up to the entire work day; requires the ability to lift/carry up to 70 pounds using appropriate body mechanics.
- Visual, Hearing and Communication Requirements - Requires corrected vision and hearing to within normal range, with or without reasonable accommodation. Must be able to communicate effectively in verbal and written form with all levels of personnel within and outside of the organization, including guest interactions and interpreting for keeper talks, animal shows, and demonstrations on microphone.
- Environmental Conditions – Working in a closed office environment and an outdoor environment. Work space may be shared. Working conditions may be noisy with fluctuating indoor and/or outdoor temperatures. May be exposed to a risk of bodily injury through contact with moving instrumentation, substances and other conditions common to an office or Zoo environment. Subject to exposure to animals or Guests



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which may have the potential for physical aggression. May be exposed to a risk of bodily injury through contact with moving instrumentation, toxic substances, bodily fluids, animal attack, communicable diseases, outdoor weather conditions and other conditions common in a Zoo environment. Subject to unpleasant odors. May be exposed to wet/humid/sunny conditions.

- Pressure Factor - Requires working under stressful conditions. Moderate pressure to meet scheduled and recurring deadlines.