



## CHEYENNE MOUNTAIN ZOO

### Job Description

**Position Title:** Animal Keeper  
**Department:** Animal  
**Position open:** Water's Edge Africa  
**Reports to:** Animal Care Manager  
**Supervises:** None  
**FLSA Status:** Non-Exempt

#### **POSITION SUMMARY:**

**Animal Keeper:** 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!

#### **Primary Area and Species:**

Water's Edge Africa caring for Nile Hippopotamus, African Penguins, Ring Tailed Lemurs, Warthogs, African Crowned Cranes, Von der Decken's Hornbill, and Guinea Pigs.

#### **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.
- 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 Microsoft Word, Google Suite programs, and email.
- Skilled in establishing and maintaining effective working relationships with co-workers, vendors, Zoo staff, and the public.
- Ability to remain calm under pressure



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- 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
- 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.



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- 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
- 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,



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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 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.

### **BENEFITS AND COMPENSATION (for full-time staff)**

This Position is a fully benefited position including group medical, dental, vision life, and disability insurance; paid holiday, vacation & sick time; retirement plan; a zoo membership; eligibility for the bonus program; and discounts on concession and gift shop purchases. Compensation for this position will be \$19.62- \$22.07/hr based on experience based on time of hire.

### **How to Apply:**

To apply please visit <https://form.jotform.com/CMZoo/WatersEdgeJobApplication>. Job posting closes EOD December 18<sup>th</sup>, 2023.