



CHEYENNE MOUNTAIN ZOO

Job Description

Position Title: Commissary Supervisor
Department: Animal
Reports to: Animal Care Manager
Supervises: Commissary staff
FLSA Status: Exempt

POSITION SUMMARY: This supervisory position is responsible for supervision of the day to day operation and successful running of the animal commissary for the Zoo. Ensure the highest standards possible for the nutrition of the animals. Provides an exemplary personality/character to the vendors, donors and community utilized by the Zoo. Promotes professional working relationships with both internal and external customers. This position is supervisory in nature. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

QUALIFICATIONS AND REQUIREMENTS:

- Bachelor Degree is preferred. Relatable experience will be accepted in lieu of education.
- Minimum 3 years of demonstrated experience supervising staff preferred.
- One-year minimum paid Zoo experience is preferred.
- 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 valid Driver's License and must be insurable through the Zoo's liability insurance provider.
- Computer Proficiency in computer applications such as Word, Excel, internet and email.
- Skilled in establishing and maintaining effective working relationships with co-workers, vendors, Zoo staff, and the public.
- Must have a high 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
- Must have a valid Driver's License and be insurable as a driver in the state of Colorado.
- Available to work flexible schedule including weekends and holidays
- Ability to make good decisions regarding the welfare of animals, guests and organization.
- Ability to remain calm under pressure
- Able to work alone or with minimal day-to-day supervision
- Ability to work at a fast pace while still paying attention to details
- Superior customer service skills

RESPONSIBILITIES AND DUTIES:

ORGANIZATIONAL EXPECTATIONS:

- Ensure discretion with confidential information.



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- 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, AZA policies and guidelines, USDA guidelines and OSHA safety 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 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

SUPERVISORY EXPECTATIONS:

- Must maintain calm and professional demeanor.
- Exercises job-related judgment and knowledge
- Organizes and prioritizes while working with strict deadlines.
- Responsible for the overall supervision of Commissary Staff, including orientation, counseling, training, scheduling, disciplinary actions (with HR assistance).
- Provides guidance and regular coaching to employees.
- Assigns tasks fairly and appropriate to job responsibilities
- Required to maintain detailed supervisory notes documenting counseling and coaching interactions.
- Must address disciplinary issues in a timely manner applying Company policy.
- Ensures that performance evaluations are conducted thoroughly and in a timely manner
- Communicates goals and expectations clearly and effectively with direct reports.

DEPARTMENTAL EXPECTATIONS:

- Serves as Primary contact during audits and inspections.
- Meet CMZ criteria for Cultural Fit & Employee Excellence as outlined in our strategic plan
- Write and update Commissary protocols
- Ensure highest standards possible for all diet items
- Supervise all aspects of the "Downtown Run" process
- Responsible for care & proper use of vehicles, tools & supplies assigned to the department
- Maintain a positive, productive relationship with all Zoo staff
- Ensure the smooth flow of information between their area & management
- Maintain a positive, productive relationship with all Zoo staff
- Assists the Leadership team and Animal Care Managers whenever necessary.
- Occasionally tours VIP's/Special Tours through the zoo.
- Accurately weigh out animal diet ingredients



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- Prepare diets as requested
- Deliver diets to animal areas daily
- Load, deliver & unload large quantities of hay to various areas
- Ensure highest standards possible for all diet items
- Store all products – food and otherwise – appropriately; meeting USDA standards
- Maintain Commissary in a sanitary, organized & efficient manner
- Complete surveys as requested
- Supervise the commissary donation process
- Responsible for ordering hay, grains and other feedstuff ensuring there are no shortages
- Must be able to use machinery to include, forklift, power industrial truck, skid steer, vehicles and carts.
- Responsible for ensuring a clean/well-organized hay barn
- Responsible for care & proper use of vehicles, tools & supplies assigned to the department
- Responsible for daily upkeep of area regarding pest control including setting traps, checking traps daily and disposal if required.
- Make presentations to our guests & Zoo staff as requested
- Perform other duties as assigned (such as laundry, filling ZooDoo orders, checking on animals as requested etc)

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 minimal 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 finger, handle or feel objects, tools, or controls; talk, see, hear and smell. The employee is occasionally 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 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 100 pounds using appropriate body mechanics.



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- 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.
- 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.

Acknowledgement

I have read and understand the above job description; and I can perform the essential functions of this position and ensure that the Organization's Quality Systems, Policies, Goals and Objectives are met and maintained.

Print name

Signature

Date