



CHEYENNE MOUNTAIN ZOO

Job Description

Position Title:	Director of Facilities Maintenance and Grounds
Department:	Operations
Reports to:	VP of Operations
Supervises:	Senior Maintenance Techs, Maintenance Techs, Grounds Tech Lead, Grounds Techs, Community Service Liaison, Events Techs
FLSA Status:	Exempt

POSITION SUMMARY: This position is responsible for the direction and management of the Zoo's facilities departments including Maintenance, Grounds, and Events. Directs the daily operations of maintenance and grounds services and develops methods for improving departmental operations. Accomplishes this by mentoring, managing, and providing inspired, forward-thinking, leadership and guidance to direct reports. The Director of Facilities oversees the functioning of all plant, property and equipment to include waste management, attractions, infrastructure, building mechanical, electrical, fire/life safety, water life support systems and elevators. Manages all Grounds activities to include the maintenance and cleanliness of buildings and Zoo grounds. Manages Events Technicians that set up for all zoo events. The position works both in an office and on site at the Zoo and is considered a working director. The ideal candidate will enjoy working within a collaborative environment and be a team player who will productively engage with others at varying levels of seniority. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

QUALIFICATIONS AND REQUIREMENTS:

- Education/Experience: Associate's degree in engineering, facility management, or a related field with a minimum five years of general construction and maintenance experience required. Bachelor's degree preferred. Minimum of 5 years of management/supervisory experience or any equivalent combination of education, training and experience that provides the required skills, knowledge and abilities. Total of ten years' experience in the field preferred.
- Proficiency in the planning, operation and supervision of the physical plant, including knowledge of government regulations and compliance requirements for all equipment to include the SkyRide and Carousel.
- Understanding of mechanical, electrical, plumbing, HVAC systems, Life Support systems, construction practices, etc.
- Excellent written and verbal communication skills and demonstrate the ability to interact clearly and effectively with both internal and external customers.
- Ability to negotiate with vendors for products and services to include contracts and estimates.
- Skilled in establishing and maintaining effective working relationships with co-workers, contractors, vendors, Zoo staff, and the public.
- A high attention to detail while multi-tasking.
- Creative problem-solving skills.
- Possess the ability to stay organized and (re)prioritize daily tasks while accurately communicating timeline expectations.



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- Ability to research, draw conclusions, and summarize data for discussion and review including presenting the strengths and weaknesses of alternative approaches and solutions.
- High energy for a fast-paced work environment.
- Computer proficiency in Word, Excel, internet and email.
- Take ownership and pride in responsibilities.
- 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 and must be insurable through the Zoo's liability insurance provider.

RESPONSIBILITIES AND DUTIES:

ORGANIZATIONAL EXPECTATIONS:

- Ensures discretion with confidential information.
- Maintains courteous, helpful and professional behavior on the job. Supports the success of the entire team by promoting a collaborative work environment.
- Consistently contributes to problem-solving and cooperates with identified resolutions.
- Brings issues and process improvement ideas to the attention of their Supervisor.
- Attends meetings and participates in committees as required.
- Completes trainings as required.
- Adheres to Organization Dress Code Policy. Always "Zoo Crisp!"
- Demonstrates appropriate level of time management in support of co-workers and the entire team.
- Represents the Zoo in a professional manner.

SUPERVISORY EXPECTATIONS:

- Supervises personnel, hires and trains staff, responsible for scheduling, payroll/time approval, and proactive management of employee relations Maintains calm and professional demeanor.
- Exercises job-related judgment and knowledge.
- Responsible for the overall supervision of Maintenance and Grounds staff, including orientation, counseling, training, scheduling, disciplinary actions (with HR assistance).
- Provides guidance and regular coaching to employees.
- Assigns tasks fairly and appropriately to job responsibilities.
- Maintains detailed supervisory notes documenting counseling and coaching interactions.
- Addresses disciplinary issues in a timely manner applying Organization policy.
- Ensures performance evaluations are conducted thoroughly and in a timely manner.
- Communicates goals and expectations clearly and effectively with direct reports.

DEPARTMENTAL EXPECTATIONS:



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- Regulatory Management – Maintain accurate records, develop and implement systematic inspections and 365 day readiness for regulatory compliance. Regulatory agencies include, but not limited to DORA, USDA, OSHA, CDPHE, etc.
- Plans, organizes, and forecasts the efficient completion of maintenance requests and projects required to maintain and repair facilities and equipment. Manages all work orders through an electronic work order system.
- Evaluates maintenance problems, develops a diagnosis, and provides guidance for correction. Ensures that all work is being performed to industry standards.
- Determines and prioritizes daily maintenance work. Adjusts staffing to accommodate maintenance coverage for all 24 hour emergency calls.
- Responsible for developing, executing and maintaining all maintenance contracts and bid documents. Maintains/oversees all equipment records, drawings, licenses and certifications.
- Assists in the management, planning and implementation follow up of in-house construction and renovation projects.
- Manages vehicle and equipment fleet, and attraction maintenance (skyride and carousel).
- Responsible for communicating and coordinating exhibit/building closures for repairs and maintenance to minimize guest experience impact.
- Operates medium to heavy equipment such as a forklift, vehicles, hand and small power tools, building systems, etc.
- Complete the daily duties as required to initiate the opening of the Zoo such as the start-up of the Sky Ride, checking the Shrine Road, maintaining life support systems, etc.
- Responsible to update, coordinate, and execute snow removal plan.
- Analyzes and prepares a variety of reports/forms, billing invoices, engineering drawings, and general correspondence, manages all departmental purchases and the department budget, and compiles budget data.
- Ensure that the Maintenance Department has an "on call" person on duty at all times to handle the day-to-day issues that may arise.

GENERAL RESPONSIBILITIES:

- Cultivates and maintains a positive working environment. Effectively interacts and communicates with senior staff, employees, volunteers, and various groups including architects, engineers and design consultants.
- Develops a continuous improvement plan for the department as well as each staff member, focusing on enhancing team skill set and productivity. Ensures that technicians are given ample feedback and are rewarded for success and understand areas of needed improvement.
- Maintains a high level of customer service and satisfaction.
- Takes charge of regulatory compliance by maintaining comprehensive electronic checklists and timelines for entire organizational regulatory obligations. Responsible for preparing for on-site visits by inspectors and act as Zoo's key contact person during inspections. Works with contractors to meet requirements and communicates with others regarding pending visits.



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- Responsible for tracking, reporting and progress updates of maintenance work orders and projects on a regular basis. Ensures that all work orders are completed with the high quality standards of the Zoo.
- Assess and successfully resolve issues that arise with minimal disruption to business operations.
- Develops and manages facilities-related budgets through daily tracking of expenditures.
- Development and implementation of a proactive maintenance program.
- Effective organization and management of the Maintenance and Grounds employees and activities to optimize productivity, teamwork and results.
- Ensure staff is effectively completing work orders, daily inspections, Life Support system start ups, etc. and that staff are coordinating assignments as necessary.
- Develop annual and five year proactive maintenance schedule and budget.
- Control and supervise the care, use, repair and replacement of all tools, vehicles, maintenance supplies and in-house construction materials.
- Manages the work order process. Schedules work activities effectively to optimize efficiency and productivity. Communicates with all departments in the creation and implementation of work orders. Acts as the main point of contact between staff and all other Zoo departments.
- Maintains safety programs at the Zoo by being both proactive and reactive to safety issues.
- Schedules and facilitates testing of fire sprinklers, alarms and extinguishers to ensure function and regulatory compliance.
- In inclement weather situations, ensures adequate staff are on site to handle shoveling, ice melt, clearing roads and walkways.
- Updates and maintains Sky Ride maintenance and inspection logs and files.
- Recommends schedules and tracks preventative maintenance of the Zoo's physical plant.
- Returns phone calls, emails, process invoices, etc. in a timely and professional manner.
- Maintain flexibility to handle a variety of activities and adjust to changing priorities to ensure deadlines and commitments are met.
- Performs other related duties as assigned and be on call for after hours maintenance.
- Provide and maintain detailed utilities plans of the Zoo using whatever means necessary.
- Promotes professional working relationships with both internal and external customers.
- Must be able to work under exigent circumstances to finish task in emergencies and in the process maintain self-control, common sense and good judgment.
- Expected to maintain integrity and honesty in the performance of duties.
- Performs required senior staff duties.
- 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



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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. Must work effectively with external vendors.

ACCURACY AND EFFECTIVE TIME MANAGEMENT

The need for timeliness for other required activities creates pressure. The ability to prioritize tasks and use time effectively is essential.

RESPONSIBILITY FOR CONFIDENTIAL INFORMATION

This position handles highly sensitive information. Total confidentiality and discretion are mandatory regarding business information and other sensitive information.

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 handle or feel objects, tools, or controls; talk, see, hear and smell. Requires full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use department equipment, to communicate effectively; 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 standing, walking on a steep terrain (Zoo), 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 50 pounds using appropriate body mechanics, possibly for extended periods of time.
- Visual, Hearing and Communication Requirements - Requires corrected vision and hearing 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. 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 environment. Subject to exposure to animals 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.



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- 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