



Job Description

Position Title: First Aid Attendant

Department: Guest Experience

Reports to: Guest Experience Manager

Supervises: None

FLSA Status: Non-Exempt

Position Summary

The First Aid Attendant is responsible for quickly and safely answering emergency radio calls and delivering immediate first aid and emergency response to guests, employees, volunteers, and docents. This role requires calm, efficient action in high-stress situations and a strong commitment to safety and guest care.

When not responding to emergencies, the First Aid Attendant may support the Guest Experience team by assisting with daily operations and visitor engagement. This is a part-time, seasonal position with variable hours based on Zoo needs, up to a maximum of 29 hours per week.

The First Aid Attendant promotes positive and professional relationships with both internal and external customers, demonstrates teamwork, and upholds all Zoo policies, procedures, and service standards. This position does not have supervisory responsibilities.

Compensation

- This position pays **\$18.00 per hour**
- Part-time, seasonal position with variable hours (up to 29 hours per week)
- Weekend, evening, and holiday availability required
- Includes a **Zoo membership** for the duration of employment
- Discounts available at all Zoo food and retail locations



Qualifications and Requirements

- High school diploma or GED required
- Must be 21 years of age or older
- Current CPR/First Aid certification required
- Proficiency with relevant medical equipment, tools, and practices
- Proficiency with standard concepts, practices, and procedures within the field
- CPR/First Aid instructor certification a plus
- Excellent written and verbal communication skills; ability to interact clearly and effectively with internal and external customers
- Must submit to and pass a pre-employment drug/alcohol screening
- Must provide proof of legal authorization to work in the U.S.
- Must be insurable through the Zoo's liability insurance provider
- Computer proficiency (Word, Excel, internet, email) preferred
- Strong customer service skills with the ability to establish and maintain effective working relationships
- Ability to multi-task and maintain attention to detail in a fast-paced environment
- High energy level with creative problem-solving skills
- Calm decision-making ability under pressure
- Ability to work independently with minimal supervision
- Available to work a flexible schedule including weekends, holidays, and evenings for special events
- Strong sense of ownership, responsibility, and pride in work

Responsibilities and Duties

Organizational Expectations

- Maintain discretion with confidential information
- Demonstrate courteous, helpful, and professional behavior
- Promote teamwork and a collaborative work environment
- Adhere to all CMZoo and OSHA safety policies and procedures
- Contribute to problem-solving and support identified resolutions
- Demonstrate regular attendance and punctuality
- Share issues and process improvement ideas with Supervisor
- Maintain verbal and written skills required for the role
- Attend meetings and participate in training exercises as required
- Complete all required training
- Adhere to Zoo dress code ("Zoo Crisp!")



- Manage time effectively in support of team goals
- Represent the Zoo in a professional manner

Departmental Expectations

Guest Experience employees are cross-trained and may be assigned to multiple areas. All staff are expected to:

- Respond to guest needs in a friendly, professional manner
- Support team coverage across Guest Experience operations
- Monitor cleanliness of all guest-facing areas daily
- Assist with special events and projects as needed

Primary Function: Provide Basic First Aid

1. Respond to medical emergencies and provide Incident Command (IC) for routine, intermediate, and emergency calls on Zoo grounds
2. Deliver basic first aid to guests until additional help or higher- level of care arrives.

Primary Responsibilities

- Serve as the primary First Aid Attendant for all medical and emergency calls on Zoo grounds
- Act as team leader during incidents, ensuring proper protocols and chain of command are followed
- Reassure patients and bystanders with confident, efficient care
- Document and prepare reports of incidents, gather facts, and maintain records of emergencies and response frequency
- Ensure compliance with local, state, and national emergency regulations
- Maintain certifications and ongoing training requirements
- Communicate effectively with local emergency responders (e.g., Broadmoor Paramedics, Colorado Springs Fire Department)
- Monitor, stock, and maintain emergency readiness supplies and equipment
- Stock first aid kits around the Zoo as requested
- Prepare reports and documentation to ensure records are accurate and complete
- Demonstrate knowledge of stress response, body substance isolation, medical-legal principles, and procedures for handling deceased individuals or evidence preservation
- Complete required training and maintain readiness at all times
- Use proper radio and telephone communication protocols
- Maintain confidentiality and privacy at all times



- Other duties as assigned

Independent Action

- Must be a self-starter with strong initiative
- Ability to multi-task under pressure and work independently with limited supervision

External and Internal Relationships

- Must be a cooperative and collaborative team member
- Handle interruptions and requests with professionalism and a customer service mindset
- Represent the Zoo in a professional manner

Physical Demands and Working Conditions

Physical Requirements

- Frequent standing, walking, lifting (up to 60 lbs.), sitting, use of hands, and verbal communication
- Occasional reaching, climbing, balancing, stooping, kneeling, crouching, or crawling
- Must be able to work in extreme temperatures and hazardous environments with required PPE
- Requires full range of body motion, manual dexterity, and eye-hand coordination

Visual, Hearing, and Communication Requirements

- Corrected vision and hearing within normal range (with or without accommodation)
- Effective verbal and written communication across all levels of the organization

Environmental Conditions

- Outdoor work in fluctuating weather conditions
- Shared and sometimes noisy workspaces



- Potential exposure to animals, guests, hazardous materials, bodily fluids, communicable diseases, or unpleasant odors

Pressure Factors

- Must be able to work under stressful conditions and maintain a calm and professional demeanor

Acknowledgement

I have read and understand the above job description. 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:** _____