



## CHEYENNE MOUNTAIN ZOO

### Job Description

**Position Title:** Giraffe Manager

**Department:** Animal

**Reports to:** Curator of Animal Environmental Enhancements

**Supervises:** Animal Department Staff

**FLSA Status:** Exempt

**POSITION SUMMARY:** This supervisory position is responsible for assisting the management team of the day to day operation and successful running an assigned Animal Department area for the Zoo. In this role the manager will be expected to work in the operation as part of the day to day coverage. They ensure the highest safety standards possible for the animals, the employees, and our guests. To ensure the highest quality care and husbandry of the animals under their supervision. To educate and engage guests and provide exemplary guest service experiences to all zoo guests through various programs, activities and continuous guest interaction. 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!

#### **Primary Species:**

Reticulated Giraffe, African Lions and Okapi

#### **QUALIFICATIONS AND REQUIREMENTS:**

- Bachelor Degree in a biology related field is preferred.
- Minimum 3 years of paid Zoo experience is required.
- Minimum of 3 years of giraffe care is preferred
- Experience overseeing giraffe care programs is preferred
- Collaborates with Curator of Animal Environmental Enhancements in providing and maintaining a well-provisioned, changing, free operant environment where animals are free to choose when to behave, how to behave, and for what they find reinforcing.
- Collaborates with the International Center for the Care and Conservation of Giraffe (ICCCG)
- Functions as a liaison between the CMZ Giraffe Care Team, ICCCG, and vet team promoting good communication and goal execution.
- Previous experience overseeing and/or supervising individuals 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.
- Computer Proficiency in computer applications such as Microsoft Office, 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



## CHEYENNE MOUNTAIN ZOO

### Job Description

- 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.
- 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 the VP of Animal Care.
- 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 Animal Dept Staff, including orientation, counseling, training, scheduling, disciplinary actions (with HR assistance).
- Assists with the oversight of Commissary staff as needed.
- 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.



## CHEYENNE MOUNTAIN ZOO

### Job Description

- Ensures that performance evaluations are conducted thoroughly and in a timely manner
- Communicates goals and expectations clearly and effectively with direct reports.

#### **DEPARTMENTAL EXPECTATIONS:**

- Ensure that keepers are fulfilling their responsibilities as outlined in the Animal Department Job Descriptions.
- Read & understand the Employee Handbook as well as any supplemental memos issued for the department by the VP of Animal Care. Ensure that keepers are following all rules & regulations.
- Write and update area protocols
- Fill in for/assist keepers as necessary in animal areas and as part of the day to day operation of the area.
- Provide ongoing, on the job training for keepers.
- Conduct Keeper Training classes.
- Ensure training of appropriate animal behaviors.
- Be proficient in the capture & restraint techniques of animals.
- Ensure the smooth flow of information between the keepers & upper management.
- Complete written annual performance evaluations of keepers.
- Initiate disciplinary action as needed & provide written documentation.
- Provide written & oral positive feedback to keepers & encourage professional development.
- Complete surveys as requested.
- Read daily reports.
- Ensure that exhibits are clean & visually appealing, that proper substrate & perching are provided & maintained. Initiate in-house exhibit renovations.
- Review applications & participate in interviews for vacant keeper positions.
- Assist with animal collection management.
- Ensure that animals are properly crated for shipment when appropriate
- Be knowledgeable with the care & proper use of vehicles, tools & supplies assigned to the department.
- Assist in the design of fun, educational programs & activities for our guests.
- Implement positive, professional programs & activities, & informal, interactive learning opportunities for Zoo guests of all ages.
- Making presentations to guests, donors, & volunteers, as well as Zoo staff
- Ensure that all items that can be recycled at the Zoo are being recycled
- Ensure that areas/keepers are not being wasteful (leaving hoses running, over-feeding etc)
- Perform 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 minimal supervision.



## CHEYENNE MOUNTAIN ZOO

### Job Description

#### **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 and fingers to 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 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.
- 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**

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 in or exact \$54,000 to \$56,000 annually salary.