



## CHEYENNE MOUNTAIN ZOO

### Job Description

**Position Title:** Animal Keeper Assistant

**Department:** Animal

**Reports to:** Animal Care Manager

**Supervises:** None

**FLSA Status:** Non-Exempt

**POSITION SUMMARY:** This position is responsible for providing the highest quality care and husbandry of the animals to which they are assigned. Animal Keeper Assistants 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, and was created to assist keepers with cleaning, diet prep, and shows, so that Keepers can focus on other goals (primarily training and enrichment). Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

#### QUALIFICATIONS AND REQUIREMENTS:

- High School diploma or GED is required
- Continuing education in a related field is 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 a valid Driver's License and be insurable as a driver in the state of Colorado.
- Computer efficiency in computer applications such as Word, internet and email. Excel is a plus.
- Skilled in establishing and maintaining effective working relationships with co-workers, vendors, Zoo staff, and the public.
- Ability to make good decisions regarding the welfare of animals & guest
- Ability to remain calm under pressure
- 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



## CHEYENNE MOUNTAIN ZOO

### Job Description

- Able to work alone or with minimal day-to-day supervision
- Ability to work at a fast pace while still paying attention to details
- 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:**

- Clean animal enclosures, public areas, service areas and yards, following established protocols
- Implementing positive, professional programs, talks & tours while creating interactive learning opportunities and memorable experiences for Zoo guests
- Provide a safe environment for the animals, themselves & their co-workers
- General Husbandry for animals assigned
- Provide positive guest experiences
- Animal observations
- Exhibit maintenance
- Keep accurate animal records
- Prepare and distribute diets to the animals
- Following USDA & AZA regulations
- Maintaining a positive, productive relationship with all other Zoo staff
- Contribute to a positive work environment



## CHEYENNE MOUNTAIN ZOO

### Job Description

- Able to move and think quickly to avoid dangerous situations
- Provide appropriate animal enrichment when requested
- Other duties as required –may include shifting animals

**Please note that some of these areas will be combined to create various shifts. Most of all the interpretations for shows/talks and demos will be done on microphone. Basic husbandry includes but is not limited to cleaning, disinfecting, diet preparation and enrichment.**

- African Rift Valley
  - Cleaning and basic husbandry of a variety of African species
  - Assist and interpret for shows, talks and demos
- African Rift Valley- Giraffe and African Lions
  - Heavy cleaning and basic husbandry of giraffe herd
  - Prepare diets and help clean in African lion building
- Aquatics
  - Cleaning and basic husbandry for hippos, penguins, amphibians and various other species
  - Assist and interpret for shows, talks and demos
- Australia
  - Budgie Buddies
    - Engage, educate and entertain guests while they interact with birds
    - Care for free flight aviary birds
    - Sell seed sticks and responsible for handling of money
    - Oversee and control containment of free flight birds
  - Scutes Family Gallery
    - Engage, educate and entertain guests while handling reptiles
    - Cleaning and basic husbandry of reptiles
  - Wallaby Walkabout
    - Engage, educate and entertain guests while they are interacting with wallabies
    - Intrigue and entertain guests with biofacts
    - Lead a variety of activities
    - Oversee and control containment of free walk through area
- Commissary
  - Prepare diets for various areas; use knives safely
  - Clean prep areas & diet buckets; wash dishes
- Elephant/Rhino
  - Heavy cleaning and basic husbandry of African elephants and rhino
- Monkey Pavilion



## CHEYENNE MOUNTAIN ZOO

### Job Description

- Cleaning and basic husbandry for monkeys, tapirs, bears and other species
- Primate World
  - Cleaning and basic husbandry for apes and other species
  - Assist and interpret for shows, talks and demos
  - Behavioral observations
- Rocky Mountain Wild
  - Assist and interpret for shows, talks and demos
  - Cleaning and preparing diets for a variety of North American species
- Asian Highlands/Conservation/Quarantine
  - Cleaning and basic husbandry for tigers, leopards, Pallas' cats, Wyoming toads, black-footed ferrets, rodents, feeder insects, and a variety of other species that may be in quarantine at any given time
  - Assist and interpret for shows, talks and demos
- AZA Accreditation Preparation
  - Assist all areas with special projects, painting, organizing

#### 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, 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



## CHEYENNE MOUNTAIN ZOO

### Job Description

(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.

#### 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