



CHEYENNE MOUNTAIN ZOO

Job Description

Position Title: Maintenance Technician

Department: Maintenance

Reports to: Director of Facilities Maintenance and Grounds

Supervises: None

FLSA Status: Non-Exempt

POSITION SUMMARY: With some guidance/supervision from Senior Maintenance Technicians, this position is responsible for maintaining and repairing all Zoo facilities and equipment. Independently perform proactive/preventative maintenance to improve function and appearance of zoo facilities, and be able to complete work across all trades and disciplines. Maintenance Technicians promotes professional working relationships with both internal and external customers. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

QUALIFICATIONS AND REQUIREMENTS:

- Minimum High School Education or GED equivalent is required.
- Minimum of 1-year experience in the maintenance and related fields.
- Must submit to and pass a pre-employment drug/alcohol screening and criminal background check.
- Must be able to work non-traditional work week (i.e. Sunday – Thursday) as well as occasionally available for holidays, afterhours events, and projects outside of zoo business hours.
- Creative problem-solving skills
- Must have excellent written and verbal communication skills and demonstrate the ability to interact clearly and effectively with both internal and external customers.
- Must be able to provide proof that you can legally work in the United States.
- Skilled in establishing and maintaining effective working relationships with co-workers, vendors, Zoo staff, and the public.
- Must have a high attention to detail while multi-tasking.
- Strong organizational skills project coordination
- Possess the ability to stay organized and (re)prioritize daily tasks while accurately communicating timeline expectations.
- Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Identifies problems and review related information to develop and evaluate options and implement solutions.
- Understands the implications of new information for both current and future problem-solving and decision-making.
- The ability to select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- High energy for a fast-paced work environment
- Computer Proficiency in Word, Excel, internet and email.
- 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



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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 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 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:

- Maintains a clean, hazard free work area and shop.
- Maintain a high level of customer service and satisfaction
- Maintains building and facility, mechanical and electrical systems including HVAC, plumbing, filtration/life support systems, amusement rides, fire life safety and security. HVAC Certification not required.
- Utilize electronic work order system to manage work orders, log time, etc.
- Facilitates and performs building maintenance and repairs.
- Must be proficient in mechanics and automotive repair/preventive maintenance.
- Maintains vehicle logs and completes regular vehicle inspections.
- Troubleshoots problems in mechanical equipment and uses sound judgment to facilitate repairs, with approval from supervisor.
- Performs specialized installation, fabrication and/or repair and maintenance of facilities and equipment.
- Works independently and responsibly in the absence of direct supervision.
- Operates as on-site project lead including planning, preparation and coordination of specific projects as assigned by supervisor.
- Maintains courteous, helpful and professional behavior on the job. Displays a willingness and ability to be responsive in a warm and caring manner to all customer groups. Consistently cooperates and supports organization in problem-solving issues.
- Requests the purchase of supplies, equipment and contract services necessary to maintain a clean, safe working environment.
- Maintains maintenance records and files
- Inspects repairs and maintains safety equipment in accordance with state and local authority as certified and authorized (i.e Fall Harness Inspection certified, etc).



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- Participates on snow removal team.
- Repairs, maintains and installs kitchen and bathroom equipment as necessary
- Ability to complete assigned tasks in a timely manner.
- Ability to read, analyze and interpret documents such as OSHA rules and regulations, building and fire codes, operating and maintenance instructions and procedure manuals
- Responsible for the care of tools, machinery, and vehicles under their care.
- The ability to use a variety of tools both hand and power and to operate motor vehicles safely.
- 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 be at work and ready to begin their assigned shift at the time the shift is scheduled to start.
- Expected to maintain integrity and honesty in the performance of duties.
- Other duties as requested/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

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.

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



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(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 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. 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.
- 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.
