

# Cheyenne Mountain Zoo

## Job Opportunity



Position: **Zoo Maintenance Team Member**

Wage: Wages range varies by tier – see ‘Benefits and Compensation’ below

### Cheyenne Mountain Zoo - JOB DESCRIPTION

#### **Position Title:**

- Maintenance Technician
- Senior Maintenance Technician
- Maintenance Specialist
- Senior Maintenance Specialist

**Department:** Facilities Maintenance

**Reports to:** Facilities Maintenance and Grounds Manager

**Supervises:** None

**FLSA Status:** Non-Exempt

**POSITION SUMMARY:** With minimal supervision the maintenance team is responsible for maintaining and repairing all Zoo facilities and equipment, as well as give guidance and training to less experienced technicians on work to be performed. This includes performing proactive/preventative maintenance to improve function and appearance of zoo facilities, and be able to complete work across all trades and disciplines. The maintenance team promotes professional working relationships with both internal and external customers and adheres to and supports all organizational policies and procedures and standards. Promotes teamwork

#### **MAINTENANCE TEAM STRUCTURE:**

The maintenance team is built on a tiered structure of 5 distinct roles with progressively increasing qualifications and responsibilities as follows:

1. Maintenance Assistant
2. Maintenance Technician
3. Senior Maintenance Technician
4. Maintenance Specialist
5. Senior Maintenance Specialist

#### **QUALIFICATIONS AND REQUIREMENTS – ALL POSITIONS:**

- High School diploma or GED is required
- Must submit to and pass a pre-employment drug/alcohol screening and criminal background check.
- 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.
- 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 support of the maintenance team
- Ability to remain calm under pressure
- Ability to work at a fast pace while still paying attention to detail
- 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
- Able to work both alone or with minimal supervision and as part of a team
- Exceptional guest service skills

**QUALIFICATIONS AND REQUIREMENTS – MAINTENANCE TECHNICIAN:**

- Minimum of 3 to 5 years’ experience in the maintenance, construction, or related fields.
- Previous work experience in a zoo or similar industry preferred.
- Trade specific training, certifications, experience preferred

**QUALIFICATIONS AND REQUIREMENTS – SENIOR MAINTENANCE TECHNICIAN:**

- Minimum of 5-8 years’ experience in the maintenance, construction, or related fields.
- Previous work experience in a zoo or similar industry preferred.
- Trade specific training, certifications, experience preferred

**QUALIFICATIONS AND REQUIREMENTS – MAINTENANCE SPECIALIST:**

- Minimum of 8-10 years’ experience in the maintenance, construction, or related fields.
- Previous work experience in a zoo or similar industry preferred.
- Trade specific training, certifications, experience required.
- Established as a specialist in a trade applicable to the work performed by the CMZ Maintenance Team required

**QUALIFICATIONS AND REQUIREMENTS – MAINTENANCE SPECIALIST:**

- Minimum of 10 or more years’ experience in the maintenance, construction, or related fields.
- Previous work experience in a zoo or similar industry preferred.
- Trade specific training, certifications, experience required.
- Established as a specialist in a trade applicable to the work performed by the CMZ Maintenance Team for 3-5 years
- Must meet the qualifications of a position specific job description

**RESPONSIBILITIES AND DUTIES**

**ORGANIZATIONAL EXPECTATIONS:**

- Maintain courteous, helpful and professional behavior on the job. Support the success of the entire team by promoting a collaborative work environment.
- Adhere to all CM Zoo Policies and Procedures, CM Zoo Safety Policies and Procedures, USDA guidelines and OSHA safety guidelines.

- Consistently contribute to problem-solving and cooperate with identified resolutions.
- Maintain discretion with confidential information.
- Demonstrate regular attendance and punctuality.
- Bring issues and process improvement ideas to the attention of the Supervisor.
- Maintain verbal and written skills required for the position.
- Attend meetings and participates in committees as required.
- Complete trainings as required.
- Adhere to Company Dress Code Policy. Always "Zoo Crisp!"
- Demonstrate 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
- Utilize electronic work order system to manage work orders, log time, etc.
- 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.
- Maintains maintenance records and files
- Provide a safe environment for the guests, animals, themselves & their co-workers
- Follow OSHA and Zoo safety guidelines
- Maintaining a positive, productive relationship with all other Zoo staff
- Contribute to a positive work environment
- Able to move and think quickly to avoid dangerous situations
- Seasonally participate in snow removal as part of the snow removal team.
- 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.
- Ability to complete assigned tasks in a timely manner.
- Expected to be at work and ready to begin their assigned shift at the time the shift is scheduled to start.
- Must be able to work non-traditional work week including at least 1 weekend days as well as occasionally available for holidays, afterhours events, after hours' emergencies, and projects outside of zoo business hours.
- Stay organized and (re)prioritize daily tasks to adapt to changing conditions while accurately communicating timeline expectations.
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Identify problems and review related information to develop and evaluate options and implement solutions.
- Understand 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.

#### **POSITION SPECIFIC EXPECTATIONS – MAINTENANCE ASSISTANT:**

- Assist maintenance department team members with work orders, projects, tasks that require more than one person to complete.
- Clean and provide regular upkeep of Maintenance shop, service areas, and material storage areas following established protocols
- Ensure that tools and equipment are stored in their proper location daily.
- Maintain an inventory of high use items for maintenance team.
- Make parts and materials runs daily to local vendors and suppliers.
- Make tool, parts, and materials deliveries to maintenance staff working on grounds as needed.
- Assist grounds and events teams with major event set up such as Boo at the Zoo and Electric Safari
- Assist in preventative maintenance of zoo equipment and systems
- Provide labor support to work orders and small projects
- Other duties as required –may include support of horticulture, grounds, or events departments

#### **POSITION SPECIFIC EXPECTATIONS – MAINTENANCE TECHNICIAN:**

- Works independently and responsibly in the absence of direct supervision.
- Provide support, training, and mentorship of Maintenance Assistant(s).
- Assist Maintenance Assistant(s) in their duties as necessary to maintain a clean and organized maintenance shop, service areas, material storage areas, and perform duties in an efficient and productive manner.
- Provide support to Senior Maintenance Technicians, Maintenance Specialists, and Senior Specialists as needed for daily operations, routine inspections and maintenance, troubleshooting, and repairs.
- Facilitates and performs building maintenance and repairs.
- 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.
- Troubleshoots problems in mechanical equipment and uses sound judgment to facilitate repairs, with approval from supervisor.
- Assists with specialized installation, fabrication and/or repair and maintenance of facilities and equipment.
- Repairs, maintains and installs kitchen and bathroom equipment as necessary
- Requests the purchase of supplies, equipment and contract services necessary to maintain a clean, safe working environment.
- Trained in basic operations, routine inspections, basic troubleshooting, and emergency procedures for Skyride, Carousel, LSS Systems, and elevators
- Inspects repairs and maintains safety equipment in accordance with state and local authority as certified and authorized (i.e Fall Harness Inspection certified, etc).
- 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.
- Operates as on-site project lead for contracted maintenance repairs including planning, preparation and coordination of specific projects as assigned by supervisor.
- Other duties as requested/assigned.

**POSITION SPECIFIC EXPECTATIONS – SENIOR MAINTENANCE TECHNICIAN:**

- Performs all duties of the Maintenance Technician as needed.
- Takes lead on larger work orders and maintenance projects.
- Leads by example to mentor Maintenance Assistants and Maintenance Technicians showing a positive attitude and work ethic.
- Mentors Maintenance Assistants and Maintenance Technicians on all aspects of the maintenance department, especially in any specialty skills/areas.
- Performs specialized installation, fabrication and/or repair and maintenance of facilities and equipment.
- Takes lead in troubleshooting maintenance related repairs.

**POSITION SPECIFIC EXPECTATIONS – MAINTENANCE SPECIALIST:**

- Performs all duties of the Maintenance Assistants, Maintenance Technicians, and Senior Maintenance Technicians as needed.
- Responds to emergencies in a calm and methodical manner, giving guidance to other maintenance staff and other zoo staff.
- Uses experience in the field of maintenance to be a leader and mentor to others.
- Establishes themselves as the “go-to” person for one or more specific type of project/work performed by the maintenance team.
- Takes lead role when department leadership is not available.

**POSITION SPECIFIC EXPECTATIONS – SENIOR MAINTENANCE SPECIALIST:**

- Performs all duties of the Maintenance Assistants, Maintenance Technicians, Senior Maintenance Technicians, and Maintenance Specialists as needed.
- Possess a specific skill set, training, certification, or licenses in a critical specialty area within the maintenance team.
- Specialty Job Description applies to this position.

**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; and eligibility for the bonus program. Compensation for positions as follows:

- Maintenance Assistant: \$18.27 per hour
- Maintenance Technician: \$18.27-\$20.83 per hour based on education and experience
- Senior Maintenance Technician: \$20.83-22.36 per hour based on education and experience
- Maintenance Specialist: \$22.36-24.52 per hour based on education and experience
- Senior Maintenance Specialist – TBD based on experience and trade/industry specific market rates for pay.

Advancement Opportunities: The CMZ Maintenance Department offers advancement through the tiers of the maintenance team by meeting specific criteria for advancement that are reviewed on an annual basis.

**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 (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.