



Position Title: Part-Time Animal Department Revenue Assistant

Department: Animal

Reports to: Vice President of Animal Care

Supervises: None

FLSA Status: Non-Exempt

POSITION SUMMARY: This position assists the Animal Department with administrative duties, and animal revenue programs. Promotes professional working relationships with both internal and external customers. This position is non-supervisory in nature. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

QUALIFICATIONS AND REQUIREMENTS:

- Bachelor's degree in a related field is preferred.
- Previous experience in a related field is required.
- One year minimum paid Zoo experience is a plus.
- Experience with records management, database management or administration
- 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 Proficiency in computer applications such as Word, Excel, internet and email.
- Skilled in establishing and maintaining effective working relationships with co-workers, Volunteers, Zoo staff, and the public.
- Must have a high attention to detail
- 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
- 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 DAC.
- 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:

Animal Revenue Programs:

- Handle all inquiries regarding animal encounters, and shadows, as well as schedule and coordinate all aforementioned programs with appropriate staff.
- Coordinate all tours & escorts, as well as verify with appropriate staff times of scheduled events or cancellations

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.

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 finger, 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 50 pounds using appropriate body mechanics. May be required to travel.

- 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