

POSITION DESCRIPTION



POSITION TITLE: Security Ranger

UPDATED: February 2024

SUPERVISOR'S TITLE: Safety and Security Manager

FLSA Status: Nonexempt

PURPOSE

The Security Ranger serves in the zoo's Operations Department. This position performs multiple duties throughout the zoo including perimeter and gate checks, clearing the zoo of daytime guests, monitoring zoo grounds during and after hours, and preserving the safety of guests, animals, and property. This position works either a primarily day-shift or a night-shift schedule. This position also contributes to positive guest experiences and performs other duties as required.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

- ▶▶ Assists the general public and provides information regarding security and safety issues, as well as general zoo information.
- ▶▶ Monitors for and responds to emergency, safety, or security situations as appropriate.
- ▶▶ Secures all gates, entrances, and buildings throughout the zoo with ongoing security checks.
- ▶▶ Patrols parking lots and directs traffic.
- ▶▶ Attends to team members or guests that are injured until medical personnel arrives using trained CPR, ERT, and AED zoo practices.
- ▶▶ Escorts team members during transportation of deposits as needed.
- ▶▶ Clears the zoo of any daytime guests once the zoo is closed.
- ▶▶ Patrols buildings and grounds in designated areas, checks animal doors and windows for security, locks doors, operates intrusion detection systems, and turns out lights.
- ▶▶ Completes incident reports, first aid documents, and any other required paperwork.
- ▶▶ Investigates all accidents, to include full documentation for crash reports in a timely manner.
- ▶▶ Monitors zoo security phone line through entire shift.
- ▶▶ Monitors the zoo's surveillance system to detect abnormal situations.
- ▶▶ Works with outside contractors on access needs.
- ▶▶ Contacts appropriate staff, partners, or emergency services as needed in emergency situations.
- ▶▶ Following Animal Escape policies and protocols, successfully completes initial and ongoing training certification and qualifies for participation on the Weapons Team.
- ▶▶ Successfully employs de-escalation techniques as appropriate.
- ▶▶ Maintains confidentiality of sensitive information at all times.
- ▶▶ Monitors weather and animal habitats overnight and participates in severe weather preparations and recovery as needed.
- ▶▶ Assists operations and other departments with tasks as needed.
- ▶▶ Maintains thorough knowledge of essential equipment, software, and hardware used.
- ▶▶ Maintains thorough knowledge of zoo policies and procedures.
- ▶▶ Maintains the highest level of cleanliness in public and behind the scenes areas.
- ▶▶ Supports the zoo's commitment to continued growth of diversity, equity, access, inclusion, and belonging for zoo team members, volunteers, guests, and supporters.
- ▶▶ Assists with special projects and helps other zoo employees as needed.
- ▶▶ Actively contributes to positive guest experiences.

EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience.

- ▶▶ High school diploma or GED is required.

- » One year of previous security, guest service, loss prevention, or hospitality experience is required.
- » Successful completion of Weapons Team certification within 30 days of hire is required (year-round positions only).
- » CPR/AED certification is required.
- » EMT experience is preferred.
- » Valid driver's license is preferred.
- » Must be at least 18 years of age.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- » Ability to professionally and effectively respond to safety and security situations.
- » Ability to professionally and effectively communicate with others through written correspondence.
- » Ability to troubleshoot, analyze situations, and make sound business decisions.
- » Knowledge of Microsoft Office software.
- » Ability to make independent decisions and manage time effectively.
- » Ability to work a highly flexible schedule; weekend, evening, overnights, holiday, and irregular hours will be required.
- » Ability to handle confidential information.
- » Ability to understand and follow all safety regulations.
- » Ability to handle multiple tasks simultaneously.
- » Ability to arrive to work on time and maintain a positive attendance record.
- » Ability to serve in every respect and at all times as a goodwill ambassador for the Fort Wayne Zoological Society and the Fort Wayne Children's Zoo in contacts with zoo visitors and the general public.
- » Ability to deal tactfully and politely with guest questions and misbehavior.
- » Excellent communication skills to establish and maintain effective working relationships with staff, volunteers, partners, and/or the public.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- » Ability to extensively walk and patrol zoo grounds throughout the shift.
- » Ability to professionally and appropriately interact and communicate with others in person.
- » Ability to regularly travel to assigned areas several times per day and efficiently enter all assigned areas.
- » Ability to negotiate a confined workspace while working with one or more coworkers.
- » Ability to read reports, receipts, and other statements.
- » Ability to properly lift and carry items up to 50 pounds.
- » Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- » Good speaking and listening skills.
- » Ability to perform focused work with close attention to detail.
- » Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- » This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- » This position may include exposure to potentially dangerous or venomous animals.
- » This position may include exposure to zoonotic diseases.
- » This position may include exposure to noxious native plants.
- » This position may include exposure to native biting insects and arthropods.