

# Operations Manager

## Fort Wayne Zoo



JOB DESCRIPTION

REVISED: 1/25 | REVIEWED: 1/25

**Position Title:** *Operations Manager*

**Supervisor Title:** *Director of Guest Experience*

**FMLA Status:** *Exempt*

### Purpose

The Operations Manager assists the Director of Guest Experience in the management and review of park operations including rides, special events, team members, and public cleaning services to ensure a positive guest experience. The Operations Manager oversees the budgets, including labor and expenses, for all zoo rides, custodial services, park cleanliness, and special event setup. This position also strives to embody the zoo's values at all times, 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

- Courteously responds to guest needs and develops a world class service environment.
- Manages day-to-day functions of Operations Services and Park Operations Teams.
- Oversees compliance with state, local, and federal laws and standards for rides and attractions.
- Ensures safe and efficient operation of all rides and attractions.
- Ensures all pathways are safely accessible year-round for guests and team members.
- Coordinates all onsite trash and recycling collection programs.
- Oversees the completion of all opening and closing procedures for all public buildings and common spaces.
- Ensures staff maintains the highest level of cleanliness in public and behind the scenes areas, including buildings, pathways, and service areas.
- Assists in the operational support for all major events. Ensures a quality presentation in event areas, including setup and tear down. Works with other departments to accomplish event timelines and goals.
- Collaborates with departments by researching, planning, and negotiating to facilitate a uniform and cost-effective purchasing program.
- Effectively oversees warehouse, shipping, and keep stock programs.
- Creates, administers, and maintains records for all department team member orientation and training sessions.
- Develops and maintains Standard Operating Procedures for all rides, attractions, restrooms, public buildings, pathways, and Operations department functions.
- Reports status of assigned projects to the Director of Guest Experience.
- Ensures team members have the correct tools and proper personal protective equipment to safely complete assigned tasks.
- Performs basic administrative duties such as filing, answering phone calls, and assisting the public.
- Ensures compliance to all applicable state and federal regulations, zoo policies, and department procedures.
- Maintains thorough knowledge of essential equipment, software, and hardware used.

*This description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.*

- Maintains thorough knowledge of zoo policies and procedures.
- Oversees schedules, daily duties, and projects of department supervisors and team members.
- Assists with Team Member Orientations, serving as a guide or subject matter expert as appropriate.
- Supports the zoo's commitment to continued growth of diversity, equity, access, inclusion, and belonging for zoo team members, volunteers, guests, and supporters. Embraces these fundamentals in leadership practices.
- Assists with special projects and helps other zoo team members as needed.
- Actively contributes to positive guest experiences.

### **Supervisory Responsibilities**

- Participates regularly in the Manager on Duty (MOD) and Incident Commander programs, including evening and weekend shifts as required.
- Assists in determining staffing needs; interviews, hires, and orients department team members; prepares and administers regular evaluations; conducts coaching, disciplinary, and termination conferences.
- Provides support and supervision to team members.

### **Education and Experience**

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

- Bachelor's degree in hospitality or related field is required.
- Five years of guest service, hospitality, event logistics, or retail experience is required.
- One year of supervisory experience is required.
- Valid driver's license and ability to be insured and operate zoo vehicles are required.

### **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 be trained on all zoo attractions.
- Ability to operate equipment such as fork lifts, skid steers, push and riding lawn mowers, pressure washers, golf carts, snow plows and blowers, trimmers, leaf blowers, and other small equipment.
- Strong leadership and communication skills to manage a large, diverse team and collaborate with other departments.
- Strong understanding of guest service, engagement, and experiences.
- Ability to professionally and effectively communicate with others through written correspondence.
- Ability to troubleshoot, analyze situations, and make sound business decisions.
- Ability to make independent decisions and manage time effectively.
- Knowledge of Microsoft Office software.
- Strong organizational skills.
- Knowledge of general office procedures and practices.
- Knowledge of correct grammar and sentence structure.
- Ability to create and manage budgets.
- Strong project management skills.
- Ability to effectively and proactively train and supervise team members.
- Ability to make independent decisions and delegate responsibility and duties.
- Knowledge of management practices to effectively direct and lead team members.
- Ability to build a positive and respectful culture of teamwork, collaboration, and accountability.

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- Ability to work a highly flexible schedule as required to successfully perform the requirements and functions of the position, including required weekend, evening, holiday, and irregular hours.
- Ability to handle confidential information.
- Ability to understand and follow all safety regulations.
- Ability to track and manage multiple tasks and priorities.
- Ability to arrive at work when scheduled and maintain a positive attendance record.
- Ability to act as a goodwill ambassador, in every respect and at all times, for the Fort Wayne Zoological Society and the Fort Wayne Zoo in contacts with guests, partners, and the community.
- Ability to deal tactfully and politely with guest questions and misbehavior.
- Excellent communication skills to establish and maintain effective working relationships with team members, volunteers, partners, and the community.

### 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 operate office equipment, including computers, copiers, fax machines, and phones.
- Ability to professionally and appropriately interact and communicate with others, both in person and through phone, email, and written correspondence.
- Ability to regularly travel 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; and ability to handle currency.
- 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.
- 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.

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