

OPERATIONS ASSOCIATE FORT WAYNE ZOO



JOB DESCRIPTION

Revised: 2/25 | Reviewed: 2/25

Position Title: *Operations Associate*

Supervisor Title: *Park Operations Supervisor*

FMLA Status: *Nonexempt*

PURPOSE

The Operations Associate provides guests safe and memorable experiences by operating and assisting at Zoo rides and attractions, as well as ensuring a safe and clean environment by performing housekeeping and cleaning duties throughout the Zoo. 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

- Operates rides, including loading and unloading guests, providing rider safety instructions, starting and stopping ride cycles, and validating ride admission.
- Performs safe operation and service at attractions such as Bamboo Forest ropes course, paddle boats, gem mining, and rock wall.
- Performs guest service at experiences such as face painting.
- Maintains the cleanliness of all guest areas including pathways, restrooms, and trash cans.
- Assist with setup and tear down of all special events including tables, chairs, lights, signs, etc.
- Courteously responds to guest needs in a world class service environment.
- Maintains thorough knowledge of essential equipment, software, and hardware used.
- Maintains thorough knowledge of applicable 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 team members, volunteers, guests, and supporters.
- Assists with special projects and helps other team members as needed.
- Actively contributes to positive guest experiences.

EDUCATION AND EXPERIENCE

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

- Previous guest service, hospitality, or retail experience is preferred.

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 pressure washers, golf carts, snow blowers, and leaf blowers.

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.

- 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 serve 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 professionally and appropriately interact and communicate with others in person.
- 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 properly lift and carry items up to 25 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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