

OPERATIONS SHIFT LEAD FORT WAYNE ZOO



JOB DESCRIPTION

Revised: 2/25 | Reviewed: 2/25

Position Title: *Operations Shift Lead*

Supervisor Title: *Park Operations Supervisor*

FMLA Status: *Nonexempt*

PURPOSE

The Operations Shift Lead provides secondary leadership for day-to-day operations within a specified area of the Zoo and assists the Park Operations Supervisor with ride, attraction, janitorial, and other daily department operations and functions. 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

- Monitors park operations to ensure guest and team member safety and positive guest interactions.
- Works alongside and supports front line operations team members in the areas of rides, park cleanliness, special events, etc., serving as an in-park leader.
- Maintains pathways for guest and team member access and safety within assigned area.
- Opens and closes all operations buildings in assigned area.
- Oversees completion of daily opening and closing procedures for rides, attractions, and janitorial areas.
- Ensures team members have the correct tools to complete assigned tasks.
- Reports status of assigned projects to the Park Operations Supervisor.
- Performs the duties of Operations Associate as needed.
- Ensures compliance to all state/federal regulations, Zoo policies, and department procedures.
- Courteously responds to guest needs and develops a world class service environment.
- Maintains thorough knowledge of essential equipment, software, and hardware used.
- Maintains thorough knowledge of applicable policies and procedures.
- Assists with maintaining the highest level of cleanliness in public and behind the scenes areas, including buildings, restrooms, pathways, storage areas, trash cans, rides, and attractions.
- 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.

Supervisory Responsibilities

- Assists in determining staffing needs; assists in interviewing and hiring; orients and trains department team members; provides feedback and coaching.
- Provides support and supervision to team members in absence of the Park Operations Supervisor.

EDUCATION AND EXPERIENCE

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

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.

- One year of guest service, hospitality, or retail experience is required.
- High school diploma or GED is preferred.
- Valid driver's license and ability to be insured and operate Zoo vehicles are 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.
- Ability to troubleshoot, analyze situations, and make sound business decisions.
- Ability to make independent decisions and manage time effectively.
- Strong organizational skills.
- Ability to effectively and proactively train and supervise team members.
- Ability to make independent decisions and delegate responsibility and duties.
- 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, 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.
- 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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