

POSITION DESCRIPTION



POSITION TITLE: Maintenance Technician

UPDATED: July 2024

SUPERVISOR'S TITLE: Facility Manager

FLSA Status: Nonexempt

PURPOSE

The Maintenance Technician serves in the zoo's Maintenance Department. This position assists with technical, general, and preventative maintenance needs for the zoo as needed such as, but not limited to, carpentry, electrical, HVAC, plumbing, rides, fabrication, and vehicles. Other duties will include snow removal, maintaining small engine equipment, and vehicles. 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

- ▶▶ Completes technical, general, and preventative maintenance tasks as assigned.
- ▶▶ Performs necessary maintenance tasks to rides as needed.
- ▶▶ Operates rides, vehicles, and equipment as needed.
- ▶▶ Keeps all rides and vehicles in proper working order in accordance with manufacturer, state, and zoo guidelines, policies, and procedures.
- ▶▶ Maintains thorough knowledge of essential equipment, software, and hardware used; adheres to Standard Operating Procedures.
- ▶▶ Ensures compliance to all state and federal regulations, zoo policies, and department procedures.
- ▶▶ Maintains the highest level of cleanliness in public and behind the scenes areas, including buildings, pathways, storage areas, and warehouses/garages.
- ▶▶ Performs basic office administrative duties such as filing, answering phone calls, and assisting the public.
- ▶▶ Reports status of assigned projects to the Facility Manager.
- ▶▶ 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.
- ▶▶ Valid driver's license is required.
- ▶▶ Ability to be insured and operate zoo vehicles and rides required.
- ▶▶ Three years of maintenance experience in three of the following six fields is preferred: carpentry, electrical, plumbing, HVAC, automotive, or rides.
- ▶▶ Previous experience operating a forklift, bobcat, and small engines, such as mowers and snow blowers, 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 and operate all zoo attractions.
- ▶▶ Ability to perform standard and preventative maintenance on all ride equipment, vehicles, and mowing/grounds equipment.

- » Ability to troubleshoot, analyze situations, and make sound business decisions.
- » Ability to work a highly flexible schedule; weekend, evening, 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 properly operate equipment such as general maintenance tools (Including but not limited to drills, screw drivers, hammers, saws, levels and wrenches), snow plows and blowers, trimmers, leaf blowers, high reaches, fork lifts, skid steers (Bobcat), and other small engine equipment.
- » Ability to professionally and appropriately interact and communicate with others, both in person and through phone, email, and written correspondence.
- » 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.