

RIDE AND VEHICLE MAINTENANCE TECHNICIAN

FORT WAYNE ZOO



JOB DESCRIPTION

Revised: 2/25 | Reviewed: 2/25

Position Title: *Ride and Vehicle Maintenance Technician* **Supervisor Title:** *Facility Manager* **FMLA Status:** *Nonexempt*

PURPOSE

The Ride and Vehicle Maintenance Technician performs and assists with daily, weekly, and yearly maintenance of rides and vehicles. This position also assists with snow removal and maintenance of vehicle equipment and related expense monitoring. 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

- Maintains all rides and vehicles in proper working order in accordance with manufacturer, state, and Zoo guidelines, policies, and procedures.
- Performs necessary maintenance tasks to rides as needed.
- Operates rides, vehicles, and equipment as needed.
- Assists in writing and maintaining Standard Operating Procedures for all ride and vehicle maintenance functions and operations
- Maintains thorough knowledge of essential equipment, software, and hardware used. Adheres to Standard Operating Procedures.
- Ensures compliance to all state/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.
- Reports the status of assigned projects to the Facility Manager.
- 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.

- High school diploma or GED is required.
- Three years of ride or vehicle maintenance is required.
- Valid driver's license and ability to be insured and operate Zoo vehicles and rides required.
- Previous experience operating a forklift, bobcat, and small engines, such as mowers and snow blowers, is preferred.

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.

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.
- Knowledge of proper maintenance practices and procedures.
- Ability to perform standard and preventative maintenance on all ride equipment, vehicles, and mowing/grounds equipment.
- 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.
- 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 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, 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 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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