

PEOPLE SERVICES PARTNER FORT WAYNE ZOO



JOB DESCRIPTION

Created: 3/25 | Reviewed: 3/25

Position Title: *People Services Partner* **Supervisor Title:** *Vice President of Mission Impact* **FMLA Status:** *Nonexempt*

PURPOSE

The People Services Partner serves as the frontline HR generalist, managing frontline recruitment, onboarding, and day-to-day employee relations for non-leadership team members. Reporting to the Vice President of Mission Impact, this position ensures frontline team members are set up for success, drives basic training needs, and contributes to organizational development initiatives. By identifying trends in frontline morale and engagement, the People Services Partner supports proactive department strategies that minimize reactive HR interventions. 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

- Serves as the first point of contact for non-leadership team members, handling routine policy inquiries, benefits questions, and basic employee relations issues.
- Recognizes higher-risk or complex issues and escalate them to the Senior People Services Partner or Vice President of Mission Impact for resolution.
- Executes the hiring process for frontline and seasonal positions following requisition posting approval by the Senior People Services Partner (e.g., interviews, job offers, scheduling).
- Oversees system setup, paperwork, and orientation planning for new frontline team members.
- Provides recruiting assistance for leadership roles during surges, if requested by the Senior People Services Partner.
- Partners with the Senior People Services Partner to schedule training sessions for frontline staff, facilitate workshops, and gather participation feedback.
- Proposes improvements to frontline training materials to ensure they remain effective and responsive to team member needs.
- Helps implement recognition, engagement surveys, and other organizational development activities at the frontline level, ensuring alignment with the Senior People Service Partner's leadership-focused efforts.
- Collaborates with the Senior People Services Partner to maintain consistent organizational development goals and communications across leadership and frontline teams.
- Develops strong working relationships with frontline supervisors and staff, spotting early signs of morale or engagement issues.
- Partners with the Senior People Services Partner and Vice President of Mission Impact to create proactive strategies that reduce reactive employee relations cases and boost team member retention.
- Handles routine frontline employee relations concerns, documenting outcomes. Escalates sensitive or complex cases to the Senior People Services Partner or Vice President of Mission Impact when needed.

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 accurate records for frontline team members (e.g., new hires, terminations, performance notes), ensuring compliance with I-9, wage/hour regulations, and other requirements.
- Tracks turnover metrics and frontline engagement indicators, sharing notable trends or concerns with the Senior People Services Partner and Vice President of Mission Impact.
- Participates in both formal and informal updates with the Senior People Services Partner and Vice President of Mission Impact to coordinate on recruitment pipelines, employee relations trends, and training and development or organizational development initiatives.
- Provides input on People Services initiatives, representing a frontline perspective to help shape effective strategies organization-wide.
- 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 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.

- Associate's degree in human resources, business administration, or related field is required.
- Three years of human resources experience is required.
- Valid driver's license is required.
- Experience with mission-centric organizations is preferred.
- Experience with nonprofit, hospitality, tourism, cultural attraction, or zoological organizations 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.

- Working knowledge of HR fundamentals (recruitment, onboarding, basic employee relations) and familiarity with applicable federal, state, and local employment laws/regulations.
- Basic conflict resolution and active listening skills to address and de-escalate routine employee concerns.
- Ability to multitask and prioritize while meeting deadlines and maintaining accurate records.
- Ability to shift priorities quickly in response to seasonal hiring demands or emerging issues.
- Ability to stay current with emerging HR trends, regulatory changes, and professional development opportunities to enhance personal expertise and organizational impact.
- Ability to handle sensitive or confidential information with tact and discretion, fostering trust and credibility among staff and leadership.
- Ability to handle employee relations issues with fairness, empathy, and consistency.
- 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.
- Strong project management skills.
- Ability to build a positive and respectful culture of teamwork, collaboration, and accountability.

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- Ability to work a flexible schedule as required to successfully perform the requirements and functions of the position.
- 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 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 read reports, receipts, and other statements.
- Ability to properly lift and carry light supplies and materials.
- 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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