



## CHEYENNE MOUNTAIN ZOO

### Job Description

**Position Title:** Park Quality and Events Technician (Part-Time)  
**Department:** Park Quality and Events  
**Reports to:** Assistant Manager – Park Quality and Events  
**Supervises:** None  
**FLSA Status:** Non-Exempt  
**Wage:** \$15/hour

**POSITION SUMMARY:** This position supports the park quality team, and provides event support, and will change seasonally. During the busy summer season, the primary role of this position will be to support the park quality team by working as a park quality technician, except when needed for event support and setup. During the fall and early winter, the primary role of this position will be to set up for and provide on-site support for the Halloween (Boo at the Zoo) and Christmas Lights (Electric Safari) programs and events. During the winter, this position will be a key part of the snow removal team, lights and events tear down, and special park quality and events projects.

#### **MISSION OF THE PARK QUALITY AND EVENTS DEPARTMENT:**

Our mission is . . .

- To ensure that the Cheyenne Mountain Zoo grounds and guest spaces are “Zoo Crisp” every day.
- To provide first rate planning and execution of all zoo events in a way that promotes excellent customer service to the departments hosting the events as well as the guests in attendance.
- To remember: every guest, every time, goosebumps!

#### **QUALIFICATIONS AND REQUIREMENTS:**

- Minimum High School Education or GED equivalent is required.
- Experience in grounds maintenance, custodial services, or events set-up preferred.
- Must be able to work non-traditional work weeks (weekends) and have the ability to flex their schedule to cover the needs of the department, projects, and events.
- Creative problem-solving skills
- Must have excellent written and verbal communication skills and demonstrate the ability to interact clearly and effectively with internal and external customers.
- Must be able to provide proof that you can legally work in the United States.
- Skilled in establishing and maintaining effective working relationships with co-workers, vendors, Zoo staff, and the public.
- Must have a high attention to detail while multi-tasking.
- Strong organizational skills project coordination
- Possess the ability to stay organized and (re)prioritize daily tasks while accurately communicating timeline expectations.
- Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.



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- Identifies problems and review related information to develop and evaluate options and implement solutions.
- Understands the implications of new information for both current and future problem-solving and decision-making.
- The ability to select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- High energy for a fast-paced work environment
- Ability to research, draw conclusions, and summarize data for discussion and review
- Take ownership and pride in responsibilities
- Possess the ability to organize and prioritize while working with strict deadlines

### **RESPONSIBILITIES AND DUTIES**

#### **DEPARTMENT EXPECTATIONS:**

- Provide support to the Assistant Manager – Park Quality and Events in daily operations and support of zoo events.
- Events Specific Expectations:
  - Provide first-rate event set-up for all zoo events, meetings, etc. as assigned
  - Flexible schedule to staff and support all after-hours events as assigned
  - Clean up after/demobilize after all events as assigned
- Grounds specific expectations:
  - Responsible for cleaning, disinfecting, and stocking restrooms with paper and supplies;
  - Pick up and disposal of trash
  - Ensure safe use, storage, handling, and sanitation requirements of cleaning products and chemicals by following all applicable Federal, State, and local regulations in accordance with SDS
  - Special project cleaning
- Snow Removal Team specific expectations:
  - Will be scheduled for various snow removal duties, hand shoveling as needed.
  - Maintains a clean, hazard-free work area and shop.
  - Maintain a high level of customer service and satisfaction
  - Works independently and responsibly in the absence of direct supervision.
  - Consistently cooperates and supports the organization in problem-solving issues.
  - Requests the purchase of supplies, equipment, and contract services necessary to maintain a clean, safe working environment.
- Participates in the snow removal team.
- Ability to complete assigned tasks in a timely manner.
- The ability to use a variety of tools, both hand and power and operate motor vehicles safely.
- Must be able to work under exigent circumstances to finish tasks in emergencies and, in the process, maintain self-control, common sense, and good judgment.
- Expected to be at work and ready to begin their assigned shift when it is scheduled to start.
- Expected to maintain integrity and honesty in the performance of duties.



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- Other duties as requested/assigned.

#### **INDEPENDENT ACTION**

Must be a self-starter, take initiative, possess a high level of multi-tasking ability under high degree of pressure and be able to work with limited supervision.

#### **EXTERNAL AND INTERNAL RELATIONSHIPS**

Must be a cooperative and collaborative member of the team and able to handle interruptions and requests for information and assistance from employees with an attitude of good customer service.

#### **ACCURACY AND EFFECTIVE TIME MANAGEMENT**

The need for timeliness for other required activities creates pressure. The ability to prioritize tasks and use time effectively is essential.

#### **BENEFITS AND COMPENSATION**

This is a non-benefited position. Compensation will be \$15 per hour. This is a non-exempt position; compensation will be on an hourly basis.

#### **RESPONSIBILITY FOR CONFIDENTIAL INFORMATION**

This position handles highly sensitive information. Total confidentiality and discretion are mandatory regarding business information and other sensitive information.

#### **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical Requirements - While performing the duties of this job, the employee is frequently required to stand, walk, lift heavy objects, sit, use hands to handle or feel objects, tools, or controls, talk, see, hear, and smell. Requires full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use department equipment, to communicate effectively; The employee is occasionally required to reach and stretch with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may be required to endure extremes in temperature and may work in hazardous environments where personal protective equipment is required; requires standing, walking on steep terrain (Zoo), sitting (possibly for long periods of time), and performing repetitive tasks (including working on the computer) for up to the entire work day; requires the ability to lift/carry up to 50 pounds using appropriate body mechanics, possibly for extended periods of time.
- Visual, Hearing, and Communication Requirements - Requires corrected vision and hearing to within normal range, with or without reasonable accommodation. Must be able to communicate effectively in verbal and written form with all levels of personnel within and outside of the organization.



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- Environmental Conditions – Working in a closed office environment. Workspace may be shared. Working conditions may be noisy with fluctuating indoor and/or outdoor temperatures. May be exposed to a risk of bodily injury through contact with moving instrumentation, substances, and other conditions common to an office environment. Subject to exposure to animals, which may have the potential for physical aggression. May be exposed to a risk of bodily injury through contact with moving instrumentation, toxic substances, bodily fluids, animal attack, communicable diseases, outdoor weather conditions and other conditions common in a Zoo environment. Subject to unpleasant odors.
- Pressure Factor - Requires working under stressful conditions. Moderate pressure to meet scheduled and recurring deadline

### Acknowledgement

**I have read and understand the above job description; and I can perform the essential functions of this position and ensure that the Organization's quality systems, policies, goals and objectives are met and maintained.**

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date