



Office of Human Resources  
Zoo Area Supervisor - CA2102  
THIS IS A PUBLIC DOCUMENT

### General Statement of Duties

Supervises zookeepers and interns to ensure the safe care and feeding of zoo animals and proper maintenance of their habitat.

### Distinguishing Characteristics

This class is distinguished from the Zookeeper class that provides for the safe exhibition, handling, feeding and scientific husbandry of an assigned species of animals at the Denver Zoo and advances the Zoo's goals in education, research and conservation.

### Level of Supervision Exercised

Supervises two or more employees who do not supervise.

### Essential Duties

Plans, schedules, coordinates, and assigns work and establishes goals and priorities for subordinate employees.

Reviews work upon completion for adherence to guidelines, quantity, and quality standards.

Assigns and trains zookeepers and others to conduct non-routine animal transfer and restraint.

Develops and implements staff training and development plans to provide cross training of employees, specific job related training, and other approaches to provide opportunities for staff flexibility and development.

Develops and implements safety standards and works with staff to develop procedures which ensure compliance.

Interviews and selects staff reporting directly to this position and assists with other interviews as required.

Initiates and recommends disciplinary action for employees as necessary.

Implements and interprets policies and procedures developed by higher level managers or supervisors. Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions or unit.

Functions as Duty Officer, as assigned.

Functions as the Emergency Response Supervisor.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Authorizes zookeeper vacation schedules.

Resolves problems encountered by employees during the course of the assignment.

Provide input towards the development of departmental budgets and manage portions of this budget.

Receives formal and informal grievances and conduct preliminary discussions for settlement when necessary.

Develops and implements efficient and effective husbandry programs through continuous dialogue between zoo keepers and associate curators.

Conducts informational and problem solving meetings with keeper staff, as necessary.

Participates in a variety of professional meetings and activities including writing professional articles for publication or participation in conservation programs/projects.

Coordinate animal department projects and activities with other zoo departments or outside contractors / agencies.

Participates in the planning and implementation of renovations to existing exhibits and support facilities as well as, planning and design of new exhibits and support facilities.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### **Competencies**

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Technical Competence - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### **Knowledge & Skills**

Knowledge of the principles, practices, methods and techniques of zoo animal husbandry to appropriately manage the animal collection at a local and national level.

### **Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### **Experience Requirement**

Three (3) years of experience of the type and at the level of zookeeper involving the exhibition, care and maintenance of a variety of animals in a public zoo or comparable facility which must have included experience working with at least two classes of animals.

**Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Subject to varying and unpredictable situations.

Handles emergency to crisis situations.

Subject to many interruptions.

Pressure due to multiple calls and inquires.

**Level of Physical Demand**

3-Medium (20-50 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Balancing: maintaining body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s)

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: Raising or lowering an objects weighing no more than 50 pounds, from one level to another.

**Background Check Requirement**

Criminal Check

Employment Verification

By position, Motor Vehicle Record

**Assessment Requirement**

Professional Supervisor

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: A-807**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**