



Career Service Authority
Zoo Area Supervisor

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GENERAL STATEMENT OF CLASS 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.

Guidelines, Difficulty and Decision Making Level

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

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 the performance evaluation program for functions within the unit, monitors and documents employee performance, provides on-going feedback regarding levels of performance, and formally evaluates employees in relation to performance.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility – Adapts quickly to changes.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory – Recalls information that has been presented previously.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Decision Making – Specific goals and obstacles to achieving those goals, generates alternatives, considers risk, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Oral Communications – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cue, and responds appropriately.

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

Teaching Others – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Managing Human Resources – Plans, distributes, coordinates, and monitors work assignments,

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

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 object more than 50 pounds.

Working Environment:

Subject to varying and unpredictable situations.

Handles emergency to crisis situations.

Subject to many interruptions.

Pressure due to multiple calls and inquires.

Education Requirement:

Completion of fifteen semester hours of college coursework in biology, botany, zoology or a related field.

Experience Requirement:

Three 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 one year of the minimum experience requirement.

Additional appropriate experience may be substituted for the education requirement.

Licensure and/or Certification:

Possession of a valid Colorado Class "R" driver's License at the time of appointment.
Completion of the Career Service Authority supervisory training course prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Ted Pacheco

REVISED DATE: 12/16/1999
07/12/2009

REVISED BY: Ted Pacheco
Tony Gautier

CLASS HISTORY 7/2009-Spec updated into current format; distinguishing characteristic and competency statements added.