



Career Service Authority
Zoo Commissary Administrator

Page 1 of 5

GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory work over commissary and kitchen staff and maintains inventory and security systems for food, supplies, and special equipment.

DISTINGUISHING CHARACTERISTICS

This class supervises commissary and kitchen staff who prepare appropriate diets for zoo animals, distribute all supplies to various zoo areas, and maintain the zoo commissary kitchen facility.

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 administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and 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

Develops or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Allocates resources within the supervised function in accordance with work requirements and budget constraints.

Establishes food ordering policies, researches potential food and nonfood supply sources, and works with curator staff regarding diet substitutes.

Coordinates the ordering and arrival of food and nonfood items, resolves problems with city purchasing, the bid process, and vendors, maintains a secure storage area, and controls item inventory.

Develops and implements staff training and development plans.

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

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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.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

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

Supervising a Diverse Workforce - Implements diversity policies for part of an organization, supports opportunities to recruit, develop, and retain a diverse workforce, and promotes teamwork, acceptance, and productivity among persons who exhibit cultural, ethnic, gender, and other individual differences.

Interpersonal Skills - Considers and responds appropriately to the needs, feeling, and capabilities of others and adjusts approaches to suit different people and situations.

Reading - Understands and interprets written material including technical information, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written materials to specific situations.

Written Communication - Expresses facts and ideas in writing in a succinct and organized manner.

Flexibility - Is open to change and new information, adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles, and effectively deals with pressure and ambiguity.

Oral Communication - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others, and facilitates an open exchange of ideas.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, makes correct inferences, and/or draws accurate conclusions.

Self-Management - Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

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

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.

Problem Solving - Identifies and analyzes problems, uses sound reasoning to arrive at conclusions, finds alternative solutions to complex problems, and distinguishes between relevant and irrelevant information to make logical judgments.

Leadership - Inspires, motivates, and guides others toward goals; coaches, mentors, and challenges staff; adapts leadership styles to various situations; models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of training techniques sufficient to be able to train others to perform the duties of the work assignment.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to employees and others and to recognize and correct hazardous situations.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Knowledge of the care and feeding of animals sufficient to be able to ensure an adequate supply of the appropriate food is on hand for every species.

Knowledge of inventory practices sufficient to be able to identify shortages, reorder as necessary, and maintain adequate levels of supplies.

Physical Demands:

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object from one level to another.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Stooping: bending the body by bending spine at the waist.
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 25-75 pounds.
Near Acuity: ability to see clearly at 20 inches or less.
Accommodation: ability to adjust vision to bring objects into focus.
Color Vision: ability to distinguish and identify different colors.

Working Environment:

Wet: frequent contact with water or other liquid.
Extreme cold conditions.
Exposed to housekeeping/cleaning agents/chemicals.
Subject to burns and cuts.
Exposed to cold weather conditions (indoors and outdoors).
Subject to many interruptions.
Exposed to odors in kitchen and animal areas.

Education Requirement:

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

Experience Requirement:

Three years of experience in food preparation for animals and/or people such as in a restaurant or an educational, military, or medical facility which must include one year of experience ordering supplies and equipment and keeping inventory control records.

Education/Experience Equivalency:

Additional appropriate education may be substituted for one year of the minimum experience requirement except for the one year of experience ordering supplies and equipment and keeping inventory records.

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: 9/16/1995
REVISED DATE: 10/16/2003
REVISED BY: Patricia Anderson
CLASS HISTORY Revised existing class.