



DENVER
THE MILE HIGH CITY

Career Service Authority
Denver's Human Resource Agency

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JOB SPECIFICATION UPDATE

TO: All agencies citywide
FROM: Alena Martinez
DATE: June 22, 2009
SUBJECT: New and/or revised Job Specifications

Attached are revised and/or new job specifications. These should be placed in your job specification book.

Old job specifications listed in the column "Job Specifications to be Removed" should be removed from your book and destroyed.

Agencies that hold only selected job specifications may discard those that are not classes within their agency.

New and Revised Job Specifications

Golf Course Operator
Rev. 06/28/2009

Museum Collection Assistant
Rev. 06/28/2009

Press Operator
Rev. 06/28/2009

Zoo Curator
Rev. 06/28/2009

Zoo Keeper
Rev. 06/28/2009

Job Specifications to be Removed

Golf Court Operator
Est. 09/16/1995

Museum Collection Assistant
Est. 09/16/1995

Press Operator
Est. 09/16/1995

Zoo Curator
Est. 09/16/1995

Zoo Keeper
Rev. 10/01/1998



Career Service Authority

Golf Course Operator

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GENERAL STATEMENT OF CLASS DUTIES

Manages the day to day operation of a city golf course.

DISTINGUISHING CHARACTERISTICS

Golf Course Operator manages the day to day operations of a city golf course. It is distinguished from Assistant Golf Professional, which is a non-supervisory class performing golf professional duties at the standard/intermediate performance level. Golf Course Operator is also distinguished from Golf Professional. Golf Professional is a supervisory class that also carries out full performance level golf professional duties and responsibilities.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

General Supervision

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

Performs supervision over sub professional employees.

ESSENTIAL DUTIES

Supervises and performs ground and building maintenance for golf courses.

Monitors daily play and enforcement of rules and regulations.

Performs grounds equipment maintenance, and determines additional equipment needs.

Purchases operational supplies for city golf courses.

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

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 function or unit.

Implements safety standards and develops procedures to ensure compliance.

Some positions develop and manage the budget for the golf course, monitor fee collection and authorize expenditures to accomplish objectives.

Some positions review the management of the concessionaire for effective operation.

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

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 a high standard of ethical conduct and understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

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

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

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

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

Arithmetic/Mathematical Reasoning - Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, percentages, and formulas.

Technical Competence - Uses knowledge that is acquired through formal training and/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.

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

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

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; demonstrates responsible behavior.

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

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

Knowledge of inventory techniques sufficient to be able to maintain adequate levels of supplies.

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

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

Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.

Skill in ensuring the enforcement of rules and regulations.

Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information

Skill in maintaining and repairing equipment common to the field

Skill in developing and implementing policies and procedures related to the work environment.

Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of problematic situations.

Physical Demands:

Lifting: Raising or lowering an object more than 50 pounds
Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Sitting: remaining in the normal seated position.
Carrying: transporting an object, usually by hand, arm, or shoulder
Pushing: exerting force upon an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hands.
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.

Working Environment:

Exposed to temperature changes: variations in temperature from hot to cold.
Exposed to humid conditions with high moisture content to cause bodily reactions.
Exposed to sufficient noise to cause distraction or possible hearing loss.
Exposed to conditions where there is danger of life, body, and/or health.
Exposed to conditions that affect the skin or respiratory system.
Exposed to hazards from electro/mechanical/power equipment.
Frequent contact with water or other liquid.
Pressure due to multiple calls and inquiries.
Subject to hazards of flammable, explosive gases.
Subject to long irregular hours.
Subject to many interruptions.
Subject to varying and unpredictable situations.

Education Requirement:

Associate Degree.

Experience Requirement:

Three years of experience in golf course maintenance and assisting in the operation of a golf course.

Education/Experience Equivalency:

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

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

Licensure and/or Certification:

By position, possession of a valid Colorado driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 009/16/1995

ESTABLISHED BY: Janell Flaig

REVISED DATE: 06/28/2009

REVISED BY: Meredith Creme

CLASS HISTORY: 06/2009, class specification was put into a new format; competency statements and a distinguishing characteristics narrative were added.



Career Service Authority
Museum Collection Assistant

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GENERAL STATEMENT OF CLASS DUTIES

Assists in documentation, storage, and inventory of the art collection at the Denver Art Museum, prepares art work for shipping and/or exhibit, and transports individual objects and exhibits.

DISTINGUISHING CHARACTERISTICS

Museum Collection Assistant maintains the art collection inventory at the Denver Art Museum. It is distinguished from Museum Curatorial Assistant, which assists curators in maintaining museum collections and collection documentation.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Locates and transports art objects from storage to various galleries and work areas in the museum, and places art objects into storage.

Assists in uncrating inventory and inspection of the condition of museum artifacts and reports condition to Registrar.

Some positions are responsible for monitoring art storage security and environmental control guidelines, which includes monitoring of temperature, humidity, and insect traps.

Some positions perform manual, physical, and computerized inventory control and maintenance, and accesses work orders, physical histories, and photographs to locate art objects.

Some positions prepare cost estimates for crates used for shipping of exhibitions and loans to other museums, and for temporary and traveling exhibits.

Installs art in galleries and for temporary show, including making modifications to displays or changing hanging hardware.

Constructs shipping crates, organizes crating area and crate storage and inventory, and orders supplies and materials.

May assist in the coordination and checking of work completed by other employees for various short term projects.

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 - Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

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

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

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; demonstrates responsible behavior.

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 the organization; monitors progress, evaluates outcomes.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

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.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Knowledge of safety practices and precautions common to artifact preservation sufficient to be able to pack and ensure the safety of crates appropriate for each piece of work.

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

Knowledge of inventory control techniques sufficient to be able to organize and determine the placement of inventoried objects.

Knowledge of supervisory principles and practices sufficient to be able to schedule, coordinate and assist subordinates with problem resolution.

Skill in interpreting and applying written guidelines, precedents and work practices to standardized work situations or specific cases.

Skill in estimating the cost of constructing crates used for shipping art work

Skill in carefully handling, inspecting, and taking inventory of large, small and fragile art objects.

Skill in maintaining and organizing the work area to ensure a smooth and efficient operation

Physical Demands:

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

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person

Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
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.
Feeling: perceiving attributes of objects by means of skin receptors.
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.
Far Acuity: ability to see clearly at 20 feet or more.
Near Acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distance and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.
Color Vision: ability to distinguish and identify different colors.

Working Environment:

Exposed to temperature changes; variations in temperature from hot to cold.
Atmospheric Conditions: conditions that affect the skin or respiratory system.
Exposed to hazards from electrical/mechanical/power equipment.
Subject to many interruptions.

Education Requirement:

Bachelor's Degree.

Experience Requirement:

One year of museum experience in art and artifact registration, or storage, inventory, and conservation of collections.

Education/Experience Equivalency:

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

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

Licensure and/or Certification:

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Janell Flaig

REVISED DATE: 06/28/2009

REVISED BY: Meredith Creme

CLASS HISTORY: 06/2009, class specification was put into a new format; competency statements and a distinguishing characteristics narrative were added.



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Press Operator

GENERAL STATEMENT OF CLASS DUTIES

Operates various offset printing press and bindery equipment.

DISTINGUISHING CHARACTERISTICS

Press Operator operates various offset printing press and bindery equipment. It is distinguished from Copy Center Operator which performs bindery and reprographic work in a quick-copy center.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions is relayed and/or provides a service according to established procedures or instructions.

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Operates and maintains printing presses by locking up forms and setting for scoring, perforating and numbering individual sheets. Hand-sets type if necessary.

Matches paper stock with correct ink and water balance to maintain consistent color density throughout the press run.

Prepares inks, chemicals and printing solution compounds for use on press and for cleaning and maintaining equipment.

Sets up and produces multi-weight printing jobs with coated stock using two or more colors, including dot-to-dot, four-color registration, if required.

Identifies and corrects factors causing paper problems, making impression control and other adjustments to the mechanical operations of the press to control paper stream feed.

Operates and maintains digital plate making equipment and software.

Cleans, services, adjusts and makes routine repairs to printing presses.

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:

Mechanical - Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

Production and Processing - Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

Troubleshooting - Determining causes of operating errors and deciding what to do about it.

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; is trustworthy.

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

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

Knowledge of equipment, practices, and procedures common to the printing business sufficient to be able to operate a variety of printing presses.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe environment for self and others.

Knowledge of chemicals and inks sufficient to be able to operate, clean and maintain printing equipment.

Knowledge of the operation of the printing press sufficient to be able to perform minor maintenance and repair.

Skill in maintaining consistent color density throughout the press run.

Skill in interpreting and applying written guidelines, precedents and work practices to standardized work situations or specific cases.

Skill in recognizing non-standardized situations and preparing recommendations for problem resolution.

Skill in identifying and resolving problematic situations related to the work assignment.

Physical Demands:

Standing: remaining on one's feet in an upright position. 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 50 pounds.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Field of Vision: ability to peripherally.

Color Vision: ability to distinguish and identify different colors.

Working Environment:

Exposure to hazardous conditions where there is danger to life, body, and / or health.

Exposure to hazards from electrical/mechanical/power equipment.

Exposure to toxic chemicals.

Subject to frequent contact with water or other liquid.

Subject to sufficient noise to cause distraction or possible hearing loss.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Two years of experience in the operation of print shop offset printing presses and bindery equipment.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement

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

Licensure and/or Certification:

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Don Braden

REVISED DATE: 06/28/2009

REVISED BY: Meredith Creme

CLASS HISTORY: 06/2009; class specification was put into a new format; essential duties were updated; a distinguishing characteristics narrative and competency statements were added.



Career Service Authority

Zoo Curator

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GENERAL STATEMENT OF CLASS DUTIES

Assists in the overall administration of the Denver Zoological Gardens through supervision of subordinate employees in the exhibition and care of animals.

DISTINGUISHING CHARACTERISTICS

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only with issues and factors largely undefined requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed requiring a high degree of analytical ability, independent judgment, and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination 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 with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

Supervises two or more first level supervisors.

ESSENTIAL DUTIES

Initiates and/or coordinates all animal acquisitions and dispositions and ensures their compliance with the Zoological Foundation's collection policy.

Acquires and maintains various permits to ensure compliance with all local, state and federal regulatory agency requirements relative to the acquisition and maintenance of animals.

Coordinates Registrar's functions which entail maintaining various permits, animal collection, genetic, demographic and Conservation reports.

Compiles information on breeding, births, deaths, transfers and husbandry research.

Participates in the planning, design and inspection of all animal related capital projects at the zoo.

Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions or unit.

Initiates, coordinates and supervises all Animal Division research and/or conservation projects.

Conducts lectures and supervises the preparation of educational material for publication or display.

Directs the development of performance evaluation standards for functions managed within the guidelines set by top management. Formally evaluates the work of directly subordinate supervisor and/or staff.

Develops and ensures the implementation of staff training and development programs which provide opportunities for individual employee growth, continuity of work flow during employee absences and long range development of employees.

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:

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

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

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

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

Leadership - Inspires, motivates, guides others toward goals; coaches, mentors, 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.

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

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

Decisiveness - Makes sound and well-informed decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, in order to accomplish organizational goals; causes change.

Conflict Management - Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

Influencing/Negotiating - Persuades others; develops networks and coalitions; gains cooperation from others to obtain information and accomplish goals; negotiates to find mutually acceptable solutions; builds consensus through give and take.

Planning and Evaluating - Determines objectives and strategies; coordinates with other parts of the organization to accomplish goals; monitors and evaluates the progress and outcomes of operational plans; anticipates potential threats or opportunities.

Knowledge of the practices and techniques used in the selection, acquisition and breeding of zoo specimens.

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

Knowledge of federal and state requirements placed on the agency sufficient to be able to ensure compliance and make necessary changes where needed.

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

Skill in researching and compiling information common to the field.

Physical Demands:

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

Hearing: perceiving the nature of sounds by the ear.

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

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Working Environment:

Subject to many interruptions.

Education Requirement:

Bachelor's Degree in Zoology, Biology, Botany or a closely related field.

Experience Requirement:

Two years of professional experience in an established zoo, or other educational or research institution, exhibiting and caring for wild and exotic animals.

Education/Experience Equivalency:

Additional appropriate education may be substituted for 1 year of the minimum experience requirement.

Licensure and/or Certification:

Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/95

ESTABLISHED BY: Monika S. MacRossie

REVISED DATE: 06/28/2009

REVISED BY: Meredith Creme

CLASS HISTORY 6/2009, class specification was put into a new format; competency statements were added and revised.



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Zookeeper

GENERAL STATEMENT OF CLASS DUTIES

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.

DISTINGUISHING CHARACTERISTICS

Zookeeper manages the safe exhibition and care of animals of an assigned species at the Denver Zoological Gardens. It is distinguished from Zoo Curator, which is responsible for the overall administration of the Denver Zoological Gardens through supervision of subordinate employees.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs leadwork.

ESSENTIAL DUTIES

Provides zoo animals with a safe, clean, and stimulating habitat for public viewing by cleaning, maintaining, and disinfecting exhibits, buildings and surrounding areas; entering enclosures to separate or capture animals; maintaining environmental controls and applying pest control measures.

Provides care for a specific species of zoo animals through administration of preventive treatments and medications, prepares diets approved by curators, veterinarians and nutritionists, and enhances breeding possibilities.

Observes animal behavior and enters changes such as aggression, sickness, injury, breeding activity, or needed exhibit modification into the zoo animal records keeper database.

Waters and feeds animals and performs other care giving activities as needed or required.

Recommends exhibit and behavioral enhancements to meet animal physical or psychological needs and makes inspections to ensure animals are properly secured.

Prepares daily reports detailing events such as breeding activity, food and water intake, transfer or shipment and behavioral characteristics.

Captures and crates animals and assists in their restraint, transport, and movement.

Provides information and participates in education and conservation programs about the Zoo and the collection to inform fellow keepers, patrons, docents, volunteers, interns, VIP's, and the maintenance and grounds staff.

Trains fellow keepers, interns and volunteers in standard section routines and coordinates the efforts of contractors and maintenance staff when they are working in animal areas.

Transfers animals between cages or exhibits safely ensuring that animals cannot escape or enter enclosures with wrong specimens.

Ensures that dangerous animals are safely secure before entering any animal enclosure.

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:

Animal Husbandry - Knowledge of the care and handling of animals, including feeding, controlling, restraint, health, and reproduction.

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.

Visual Identification - Accurately identifies people, animals, or objects based on knowledge of their characteristics.

Learning - Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

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

Reading - Understands and interprets written material, including technical materials, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material 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; effectively deals with pressure and ambiguity.

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

Knowledge of the methods and techniques of handling, treating and hand-rearing zoo animals, including dietary factors and medications, sufficient to be able to give injections, tube feedings, administer medications, and use appropriate diagnostic equipment.

Knowledge of the methods and techniques of handling animals and typical/atypical animal behavior sufficient to be able to determine the proper procedures and equipment to be utilized to ensure safety of the animals, employees, and the general public.

Knowledge of animal behavior sufficient to be able to identify, record, and report unusual behavioral characteristics.

Knowledge of diet sufficient to be able to cultivate and maintain live food items and propose diet changes based on observations and research of the literature.

Knowledge of safety practices and precautions common to the field of zoo keeping sufficient to be able to provide safety instructions to subordinates and others and to recognize and correct hazardous conditions.

Skill in performing manual labor associated with the care and feeding of animals.

Skill in filling out forms and completing paperwork related to the work assignment.

Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.

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

Pushing: exerting force upon an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Crouching: bending body downward and forward by bending legs.
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.
Feeling: perceiving attributes of objects by means of skin receptors.
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 movements.
Lifting: raising or lowering an object more than 50 pounds.
Far Acuity: ability to see clearly at 20 feet or more.
Near Acuity: ability to see clearly at 20 inches or less.
Depth perception: ability to judge distance and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.
Color Vision: ability to distinguish and identify different colors.

Working Environment:

Exposure to extreme Cold: temperature cold enough to cause marked bodily discomfort.
Exposure to extreme Heat; temperature hot enough to cause marked bodily discomfort.
Exposure to temperature Changes: variations in temperature from hot to cold.
Exposure to wet: frequent Contact with water or liquid.
Exposure to humid conditions with moisture content sufficient to cause bodily reactions.
Exposed to hazardous conditions where there is danger to life, body, and/or health.
Exposure to atmospheric conditions that affect the skin or respiratory system.
Exposure to hazardous chemicals.
Exposed to infection from disease-bearing specimens
Exposed to infections and contagious diseases
Exposed to odorous chemicals and specimens
Exposed to odors in kitchen and/or patient areas
Subject to burns and cuts
Subject to varying and unpredictable situations
Subject to many interruptions

Education Requirement:

Bachelor's Degree in animal related or animal behavior-related field.

Experience Requirement:

Completion of either an internship in the animal department of an AZA-accredited institution or work experience as a docent or volunteer in the animal department at an AZA-accredited institution.

Education/Experience Equivalency:

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

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

Licensure and/or Certification:

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED BY: Unknown

ESTABLISHED DATE: 09/16/1995

REVISED BY: Meredith Creme

REVISED DATE: 06/28/2009

CLASS HISTORY: 06/2009, class specification was put into a new format; competency statements were added.