



### **POSITION DESCRIPTION**

**POSITION TITLE:** Animal Attendant (Seasonal)

**DEPARTMENT:** Administration

**JOB RELATIONSHIPS:**

Reports to: Field Office Manager, Guest Services Manager, Assistant Zoo Director

Supervises: N/A

**BASIC FUNCTION:**

This position contributes to the success of Niabi Zoo by assisting guests with the Guinea Pig Experience and Feeding Interaction along with hourly checks through the Domestic Animal Area. Under general supervision performs a variety of customer service duties to enhance the zoo guest's experience. The employee receives continuing or individual assignments from the supervisor including monitoring of guest and animal interactions, preparations of guinea pig experience food, light cleaning of guest areas, hourly checks of the Domestic Animal Area and general safety of all the Domestic Animal and Australia animals.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

1. Monitor both the Australia Area including the Guinea Pig Experience and the Domestic Animal area animals at all times. Remove trash, and other debris, perform light cleaning and make up the guinea pig food as needed. Report any issues within either the Domestic Animal Area or the Australia Area via two-way radio.
2. Monitor the number of guests entering the Invert Gallery with a maximum capacity of 15 guests at one time.
3. Engage guests in a friendly and positive manner and ensures overall visitor satisfaction.
4. Provide guests with general information and answer any questions about the animals at both the Australia Area and the Domestic Animal Area as well as the zoo in general.
5. Assure that each guest who has a ticket obtains their seed stick.

6. Monitors and communicates effectively on the two-way radio.
7. Respond to inquiries from coworkers and provides assistance as needed.
8. Perform other related duties as assigned.

#### POSITION REQUIREMENTS AND SPECIFICATIONS:

##### **Education, Experience, & License Requirements**

- Must have a High School diploma or working towards one.
- Must be at least 16 years of age.
- Must have a valid driver's license

##### **Competency and Knowledge Requirements**

- Must have excellent communication skills.
- Must have the ability to multitask
- Must be proficient in Microsoft Word and Microsoft Excel
- Must be dependable, courteous and able to work with people of all ages.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Ability to educate guests on a variety of topics.
- Knowledge of departmental practices, policies, and procedures.
- Ability to establish and maintain effective working relationships with staff, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical and organizational skills and abilities.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays as needed.
- Ability to perform duties in occasionally unpleasant surroundings

##### **Physical Requirements**

Position involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items and occasionally very heavy (100 pounds or over) items; or may involve the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls, fine adjustments or both; or the sustained operation of items such as a keyboard or adding equipment.

##### **Environmental requirements**

Position may require frequent exposure to adverse environmental conditions. These conditions may include; heat, rain, wind and cold.

##### **Sensory Requirements**

Position requires color perception and discrimination. Position requires sound perception and discrimination. Position requires taste perception and discrimination. Position requires odor perception and discrimination. Position requires depth perception and discrimination. Position requires texture perception and discrimination. Position requires visual perception and discrimination. Position requires oral communications ability.

**Medical Requirements** Proof of complete Covid 19 vaccination.