



## Position Description:

**Status:** Non-Exempt

**Title:** Animal Care Coordinator

**Department:** Animal Care

**Reports to:** Animal Care Manager

## Position Summary:

The Animal Care Coordinator (ACC) works under the direction of the Animal Care Manager to perform work tasks to completion in compliance with policies and prevailing practices. The ACC provides physical support to operations, animal care concerns, emergency procedures during an animal escape, and public relations with Guests.

This job serves to execute the objectives and vision of Animal Care by adhering to compliance with all policies and procedures, and performing activities related to animal diet preparation, administration of medication, animal transfers, animal enrichment and training programs, and animal husbandry.

This job primarily performs duties under the direction of the Animal Care Manager to maintain the animals and facilities, ensuring animal health and welfare and public safety in operations. The job includes preparing and delivering food, cleaning and maintaining animal enclosures, observing animal behaviors, assisting in rendering medical care and attention, providing habitat and behavior enrichment, actively participating in the Training program, and ensuring animal safety and security. The job also includes maintenance of facilities, animal enclosures and exhibits including construction repairs, landscaping, weed control and removal as directed. Work is expected to be able to be performed so public relations and customer service is maintained regardless of the presence of guests. The job provides on-site supervision to part-time/seasonal employees, interns, and volunteers where needed. The job is supervised by the Animal Care Manager.

The job requires knowledge of animal care, building maintenance, and customer service. The job requires the ability to maintain a collaborative and cooperative working relationship with vendors, clients, other organizations, and the public.

The work environment includes animal care and control and a building and grounds maintenance environment that includes the use of power equipment and outdoor weather conditions including extreme temperatures. The job is exposed to wild and/or exotic animals and requires occasionally handling or restraining the animals for medical attention. The noise level is generally moderate but can occasionally be high. Weekend and holiday work may be required on request



## Essential Functions:

- Maintains the animals and facilities, ensuring animal health and welfare and public safety in operations. Maintains and cares for animals including, but not limited to, preparing, and delivering food, cleaning, and maintaining cages and enclosures, observing behaviors, assisting in rendering medical care and attention, providing habitat and behavior enrichment, participating in the training program, and ensuring their safety and security.
- Maintains facilities, animal enclosures and exhibits, and grounds to ensure cleanliness and public safety. Performs seasonal groundskeeping and landscaping work including, but not limited to, trimming, weed control and removal as needed. Performs minor maintenance and repair work on exhibits; provides suggestions and input for exhibit improvements.
- Provides customer service to the public. Provides information, answers questions and inquiries, and gives tours, presentations, and demonstrations at the facility and off-site as requested.
- Provide information for records, documents, and logs of animals for database.
- Provide accurate information regarding inventory of food, supplies, medications, and equipment, including ordering and reconciling orders on delivery.
- Works to create an uplifting experience for part-time/seasonal employees, interns, and volunteers.
- Able to performs cashiering and cash handling duties, including reconciling receipts daily.
- Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

## Competencies:

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty and be successful in the position.

### Knowledge of:

- Methods, techniques, and objectives of care to ensure animal health, welfare, and safety in a zoological environment.
- Zoological operation and animal care policies, procedures, and protocols.
- Building and grounds maintenance and landscaping methods and techniques.
- Customer service methods, techniques, and objectives.
- Safe work practices relating to use of janitorial equipment, power tools, groundskeeping, and all applicable equipment.
- Operation of a personal computer and job-related software applications, particularly Microsoft One Note, Microsoft Teams, Microsoft Outlook, and Microsoft Word

### Skill and Ability to:

- Support and supervise Animal Care work assignments for volunteers.
- Adhere to animal care on policies and prevailing practices.
- Maintain the animals and facilities of the organization, ensuring animal health and welfare and public safety in

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the operations.

- Maintain animals including, but not limited to, preparing and delivering food, cleaning and maintaining enclosures, observing behaviors, assisting in rendering medical care and attention, providing habitat and behavior enrichment, participate in the training program and ensuring their safety and security.
- Maintain facilities, animal enclosures and exhibits, and grounds to ensure cleanliness and public safety.
- Perform seasonal groundskeeping and landscaping work including, but not limited to, trimming, weed control and removal.
- Provide information, answer questions and inquiries, and give tours, presentations, and demonstrations at the facility and off-site.
- Provide accurate information for records, documents, and logs. Prepare reports, as directed.
- Perform minor maintenance and repair work on exhibits as directed; provide suggestions and input for exhibit improvements.
- Operate specialized animal control and restraint equipment, including firearms.
- Operate a motor vehicle.
- Operate hand and power tools.
- Maintain a professional demeanor at all times.
- Communicate effectively in the English language at a level necessary for efficient job performance, additional language skills a plus.
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations.
- Perform all duties with regard for personal safety and that of other employees and the public with or without accommodation.

### Education/Experience Requirements

- High school diploma or GED and animal husbandry experience is required.
- Bachelor's degree in biology, animal sciences, or a related field is preferred;
- Valid Florida driver's license required.
- Leadership experience, preferred.
- One (1) year Zoo or other animal care experience is preferred.
- An equivalent combination of education and experience that provides the required skills, knowledge, and abilities to successfully perform the essential functions of the position may be considered.

### Physical requirements:

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, and bend. The job requires hand/finger dexterity to handle animals, manipulate tools, operate janitorial and groundskeeping equipment, and reach with hands and arms. The job requires operation of job-related equipment and driving a vehicle. The employee must occasionally lift and/or move up to 50 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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