



Position Description:

Status: Exempt

Title: Animal Care Manager

Department: Animal Care

Reports to: Facility Director

Position Summary:

The Animal Care Manager (ACM) directs and monitors the daily work assignments of the Animal Care staff, ensuring that all work tasks are completed in compliance with policies and prevailing practices. The ACM serves as the liaison between the Animal Care Staff and Facility Director and reports all disciplinary matters to the Facility Director (or designee). In the absence of the Facility Director, the ACM assumes responsibility for decisions concerning operations, animal care concerns, emergency procedures during an animal escape, and public relations with Guests.

This job serves as the primary trainer to the Animal Care Staff on all policies and procedures related to animal diet preparation, administration of medication, animal transfers, animal enrichment and training programs, and animal husbandry. The job also serves as the primary documentarian, entering appropriate data into the animal management software, daily veterinary and medical records, enrichment, and training information. This job collaborates with the Education Director to improve presentations for the public and to improve patron interactions with the Animal Care Staff and exhibits.

This job also performs duties 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 needed. 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 directs part-time/seasonal employees, interns, and volunteers. The job is supervised by the Facility Director.

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 will be required.

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CENTRAL FLORIDA ANIMAL RESERVE

Essential Functions:

- Directs and monitors daily work assignments of Animal Care Staff. Ensures tasks are completed in accordance with policies and prevailing practices.
- Serves as the liaison between the Facility Director and Animal Care Staff
- Assumes responsibility for operations in the absence of the Facility Director, including all animal care concerns, emergency protocols for animal escapes, and public relations with guests.
- In conjunction with the Facility Director, develop, write, review, and implement policies related to Animal Care.
- Trains Animal Care Staff on policies and procedures related to animal diet preparation, administration of medication, animal transfers, animal enrichment and training programs, and animal husbandry.
- Serves as acting primary documentarian and enters data into animal care database concerning new animals, daily veterinary, and medical records, enrichment, and training information.
- Collaborates with Education Director to improve presentations for the public and improve patron interactions with the Animal Care Staff and exhibits.
- 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.
- Assist in future exhibit design and collection planning.
- 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.
- Assists veterinarians in providing medical attention and care to animals, including capturing, sedating, and medicating, as directed.
- Maintains records, documents, and logs of animals for database. Prepares reports, as directed.
- Maintains inventory of food, supplies, medications, and equipment, including ordering and reconciling orders on delivery.
- Directs and trains part-time/seasonal employees, interns, and volunteers to create an uplifting experience.
- Able to perform cashing 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.

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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.
- Federal, state, and other applicable statutes and laws governing wild and/or exotic animal keeping.
- Methods and techniques of assisting in the provision of medical evaluation and treatment to animals including, but not limited to, capture, sedation, medication, treatment, and general health evaluations.
- Building and grounds maintenance and landscaping methods and techniques.
- Customer service methods, techniques, and objectives.
- Employee training and direction methods, techniques, and objectives.
- Methods, techniques, and objectives of inventory maintenance including ordering and order reconciliation.
- Safe work practices relating to use of janitorial equipment, power tools, groundskeeping, and all applicable equipment.
- Operation of office equipment, including but not limited to printers, scanners, and phone systems.
- Operation of a personal computer and job-related software applications, particularly Microsoft One Note, Microsoft Teams, Microsoft Outlook, Microsoft Excel, and Microsoft Word

Skill and Ability to:

- Direct and monitor Animal Care work assignments in balance with overall facility operations.
- Directly and via supervision maintain the animals and facilities of the organization, ensuring animal health and welfare and public safety in the operations.
- Directly and via supervision 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 grounds to ensure cleanliness and public safety.
- Perform seasonal groundskeeping and landscaping work including, but not limited to, trimming, weed control and removal.
- Provide customer service to the public. Provide information, answer questions and inquiries, and have capabilities to give tours, presentations, and demonstrations at the facility and off-site.
- Assist veterinarians in providing medical attention and care to animals, including capturing,

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sedating, and medicating, as directed.

- Maintain records, documents, and logs of animals. Prepare reports, as directed.
- Maintain inventory of food, supplies, medications, and equipment, including ordering and reconciling orders on delivery.
- Direct and train part-time/seasonal employees, volunteers, and interns.
- Perform cashiering and cash handling duties, including reconciling receipts.
- Perform minor maintenance and repair work on exhibits; provide suggestions and input for exhibit improvements.
- Operate specialized animal control and restraint equipment, including firearms.
- Operate machinery including motor vehicles, golf carts, 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 in accordance with policies and procedures 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 three (3) years' captive 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.
- Eligibility for Florida Class I license for large felid species preferred: Class II/III licensure a bonus.
- Three (3) years' 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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