

BINDER PARK ZOO

OPERATIONS MANAGER

Mission Statement: Connect. Inspire. Conserve. Connect people with nature. Inspire them to conserve.

REPORTS TO: President & CEO

SEASONAL OR NON-SEASONAL: Non-seasonal, Benefited

FLSA STATUS: Salaried, Exempt

POSITION SUMMARY: Provides overall leadership to the Guest Services department including all aspects of managing staff.

POSITION REQUIREMENTS:

- Ability to lead and motivate staff to attain excellence in operations.
• Must be 18 years of age with a valid driver's license.
• Management experience required.
• Excellent communication and leadership skills.
• Must be able to relate positively with diverse groups of people (guests, staff, volunteers and vendors).
• Must be able to handle multiple tasks in several different areas.
• Comprehensive understanding of recreation business required.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Screening, hiring, training, scheduling, staff orientation, motivating and terminating Guest Services employees as needed.
• Departments managed include: entrance and admission, field services, on-grounds rides and transportation, in-park sales, memberships, rentals, and receptionist.
• Provides oversight of contracts with various vendors.
• Must have thorough understanding of cash registers and cash handling procedures.

OTHER DUTIES AND RESPONSIBILITIES:

- Develops and implements new revenue generating ideas.
• Budgeting and fiscal planning for the operations department.
• Create procedures and training manuals for all areas within the operations department.
• Comply with all Binder Park Zoo policies and procedures.
• Participates and assists in team oriented zoo projects as needed including all events.
• Member of the following committees: Orientation, Safety, Green Team, Executive.
• Serves as In-Charge on a rotating basis.
• Other duties as assigned.

PHYSICAL AND ENVIRONMENTAL DEMANDS:

- Ability to work a flexible schedule including evenings, weekends and holidays.
• Ability to sit, stand, bend, lift and move intermittently.
• Ability to lift 50 lbs and ability to stand for a period of up to 5 hours.
• Ability to read, speak and write English in order to fulfill job functions in an understandable way.
• Ability to work in all weather conditions.

APPROVAL:

Supervisor Signature

Date

STATEMENT OF UNDERSTANDING AND ACCEPTANCE:

I have received a copy of the job description for Operations Manager. I have read the requirements as outlined and understand this is not an exhaustive list of duties, but an overview of the general duties and responsibilities of the position.

Employee Signature

Print Name

Date

Binder Park Zoo offers employment opportunities, education programs, and services without regard to race, color, religion, national origin, disability, age, height, weight, marital status, gender, sexual orientation, or gender identity.