CLASSIFICATION TITLE: ZOO OPERATIONS ASSISTANT

BASIC FUNCTION:

Under direction of the Zoo Operations Supervisor, assist in providing guidance and instructional assistance to students in the handling, training, care, and showing of domestic and non-domestic animals; assist in the maintenance and care of animals in the college’s collection; perform various zoo operational and clerical duties related to the Exotic Animal Training and Management (EATM) program.

REPRESENTATIVE DUTIES:

Process requests for EATM program presentation, including calculating fees, scheduling date and time of presentations, and collecting deposit and fee balances. 

Maintain records on presentations given and produce summary reports.

Oversee students and animals performing presentations in the absence of instructors, ensure safety of public, students, and animals.

Perform in presentations as needed.

Order supplies and materials as necessary.

Provide guidance to students regarding the training of animals for care, handling, restraint, and presentations; provide feedback to students performing these tasks.

Interact with news media personnel, other college and district personnel, and the general public regarding regular and special events at America’s Teaching Zoo and EATM program activities.

Attend meetings as required; assuring compliance with laws and regulations.

Ensure student attendance and compliance with rules and regulations of the EATM program and America’s Teaching Zoo.

Direct the care and maintenance of animals in the zoo.

Capture and restrain animals as necessary for treatment and transport.

Assist veterinarian with capture, restraint, handling and medication of animals.

Follow veterinarian instructions and provide basic first aid to animals when needed.

Operate a variety of equipment and machinery including instructional equipment and specialized trade equipment, such as blow dart, syringes and veterinary equipment.

Operate office equipment including computers, printers and copiers.

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Operate vehicles including trailer-vehicle combinations, trucks and vans.

Answer telephone calls, referring to appropriate personnel or taking messages as necessary. E

Respond to inquiries related to the EATM program, animal shows and general information. E

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Methods, equipment and materials used in the care, handling, restraint, training and presentation of animals
Technical aspects of wildlife and conservation education
Animal nutrition, health and safety practices
Basic veterinary first aid
Public relations techniques
Modern office practices, procedures and equipment

ABILITY TO:

Communicate effectively, both orally and in writing
Work independently with little direction
Operate modern office equipment
Plan and organize work
Coordinate and implement an emergency plan
Prepare and maintain records and files
Operate a vehicle with and without a trailer, observing safe and defensive driving practices
Understand and follow oral and written directions
Establish and maintain effective working relationship with others
Work cooperatively with others
Lift objects weighing up to 50 pounds.
Meet schedules and time lines
Train and provide work directions to others
Perform zoo operations administrative and clerical duties such as filing, duplicating, typing, and maintaining records
Read, interpret, apply and explain rules, regulations, policies and procedures

EDUCATION AND EXPERIENCE:

Any combination equivalent to: completion of two years of college course work in biology, education, related field or equivalent, and two years full time professional experience working in a zoo with non-domestic animals or equivalent. Some experience working with students in an organized setting is desirable.
LICENSES AND OTHER REQUIREMENTS:

Valid CPR certification
Valid First Aid certification
EATM certificate or its equivalent
Valid California Driver’s License

WORKING CONDITIONS:

ENVIRONMENT:

Animal facility, outdoor theater and office environment
Subject to offensive odors from animals and feces
Variable hours, possibly including weekends and holidays

PHYSICAL ABILITIES:

Lifting and carrying animals, supplies and equipment weighing up to 50 pounds
Hearing and speaking to communicate with students
Seeing to observe students, animals, and facility conditions
Holding and restraining animals for treatment
Dexterity of hands and fingers to operate and repair equipment and to administer treatments to animals
Standing for extended periods of time

HAZARDS:

Exposure to animals exhibiting unpredictable temperaments
Exposure to cleaning and disinfecting agents