



POSITION AVAILABLE

AMBASSADOR ANIMAL CARE SPECIALIST TEAM LEADER

Basic Purpose and Responsibility

Under the supervision of the Director of Education, the Ambassador Animal Care Specialist Team Leader is responsible for the care and training of the Education department's ambassador animals, maintenance of ambassador animal holding facilities and enclosures, as well as the Heritage Farm and Goat Island exhibit areas. The team leader is responsible for the coordination of work activities within their team, as well as educational opportunities such as keeper talks, animal encounters, seasonal animal experiences, and assisting educator programming needs with ambassador animals.

Essential Functions

- Primary accountability for specific functions and results. The list of essential functions is not exhaustive and may be supplemented or changed as necessary.
- Aids in coordinating the training of Ambassador Animal Care Specialist team members. Oversees the day-to-day animal care activities of program animal care specialists. Disciplinary action and evaluations will be completed by the Director of Education.
- In conjunction with the Director of Education, participates in resume review, interviews and candidate selection for the seasonal education animal positions.
- Reviews all aspects of team function, ambassador animal facilities, Heritage Farm exhibit, Goat Island, off-exhibit areas, storage areas, etc. to maintain compliance with AZA and USDA regulations. Reports any potentially non-compliant issues immediately to the Director of Education.
- Coordinates training for interns.
- Prepares and provides diet and feeding protocols to Education Department programs animals.
- Cleans and shifts animals for the purpose of exhibit/enclosure maintenance and modifications.
- Monitors, documents and reports daily animal health and behavioral status, noting short and long term changes.
- Identifies maintenance and safety issues and facilitates their resolution.
- Assists veterinary staff with coordination and treatment routines and medical administration. Helps prepare animals for other medical procedures or surgeries.
- Oversees and conducts animal training for animal care and educational purposes through on-going planning, tracking and record keeping.
- Completes keeper reports, maintains animal care records, enrichment records and records of animal usage.
- Tracks supply and equipment needs and oversees the ordering of materials to support inventory needs. May delegate to team members as appropriate but retains oversight and responsibility.
- Coordinates the administrative process for the acquisition of animals for the Education Department in conjunction with the Director of Education and Animal Department registrar.
- Coordinates consistency in animal care and husbandry with Ambassador Animal Care Specialist team and other education staff members as needed.
- Helps to coordinate work involved in periodic animal enclosure modifications.
- Develops and implements educational opportunities and seasonal animal demonstrations in conjunction with Program Animal Care Specialists.
- Maintains cleanliness and upkeep of general Heritage Farm and Goat Island exhibit components. Reports signage/interactives issues to Director of Education.
- Assists in the development and implementation of other educational programs/special presentations involving various designated animals housed in the Education Department as needed.
- This position is a member of the Buffalo Zoo's emergency weather team, and could be required to work on days the Zoo might be closed due to weather.

- Works with Ambassador Animal Care Specialist team and Education staff to assess the effectiveness of specified shows/demonstrations, perform in the shows/demonstrations, and makes appropriate modifications to maintain quality programming as needed.
- Trains docents and staff in the safe and appropriate methods used to handle raptors for educational programs.
- Performs other duties as assigned by the Director of Education.

Position Qualifications

To perform at a proficient level and be fully qualified, a person would be expected to have:

Education (Minimum Needed):

- Four-year degree in zoo/animal-related science or two-year degree plus equivalent experience.

Experience (Minimum Needed):

- Two years of animal husbandry, animal handling and animal training experience. This must include a minimum of one year paid experience as a domestic animal keeper in an AZA Zoo, ALHFAM member farm, or approved equivalent as well as experience with a wide variety of small exotics and birds of prey.
- Experience and proven success in the training of domestic and exotic animals for guest contact, demonstrations and programs.
- Six months of teaching/public speaking experience to diverse audiences or equivalent experience.

Special Skills:

- Well-developed communication skills.
- Well-developed leadership skills.
- Outgoing, enthusiastic personality.
- Ability to lift at least 60 lbs.
- Experience with physical restraint equipment and practices, vehicles and related maintenance equipment; proficiency in use of all cleaning and husbandry equipment and supplies.
- Ability to work as a team member with Zoo Education Dept. staff.
- Working knowledge of personal computers and software applications preferred.

Other:

- May be required to work evenings, weekends, and holidays.
- Proof of negative tuberculosis test and background check results upon hire.
- TB Test conducted annually.
- Must possess or be able to obtain within 30-days of employment a valid New York State driver's license and have an average or better driving record based on the evaluation process of our insurance company. Retention of position is contingent upon maintaining required license. Must upgrade to classification appropriate to requirements (non-CDL or CDL class).

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. Use computer hardware and software for extended periods of time (repetitive motion). Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- A fitness for duty test will be required in order for the successful candidate to be given further consideration for the position.

Benefits / How to Apply

Some of the benefits available include health plan, life insurance, long term disability, dental, vision, 403B pension plan, annual leave, holiday, and sick time benefits. Benefits available after the successful completion of a probationary period of 60 days of work (sick time available upon hire). Salary commensurate with experience.

Please submit resume outlining education and experience by December 3, 2021 to (no phone calls please):
tpaisley@buffalozoo.org

Buffalo Zoo
Attn: Ambassador Animal Care Specialist Team Leader
300 Parkside Avenue
Buffalo, NY 14214

The Buffalo Zoo is an At Will employer and all Buffalo Zoo employees are subject to employment eligibility and background security checks as well as testing for illegal substance use as allowed by law.

Equal Opportunity Employer