



POSITION AVAILABLE

TEAM LEADER / ANIMAL KEEPER III RAINFOREST TEAM

The Buffalo Zoo is hiring for the position of **Rainforest Team Leader / Animal Keeper III**. Under the supervision of the Curatorial Team, and as part of a cohesive management structure, the Team Leader is responsible for performing the day-to-day operations associated with the husbandry of animals and the maintenance of animal exhibits in their team. The Team Leader is responsible for the coordination of keeper work and activities within their team. In addition to the Team Lead duties, this position performs all duties of an Animal Keeper III.

Compensation and Benefits

This is a full-time, CSEA union non-exempt hourly position. Some of the benefits available include health plan, HRA/HSA, life insurance, long term disability insurance, dental, vision, 403B retirement plan, annual leave, holiday, and sick time benefits. Benefits are available after the successful completion of a probationary period review at 60 days of work (sick time available upon hire). Days off are assigned by team seniority (*currently position would have weekdays off*).

Rate of pay: \$26.09 per hour (*rate will increase 3/1/2024*)

How to Apply

To apply: Please submit resume and cover letter to Buffalo Zoo, via Zooapplications@buffalozoo.org Use subject line: Buffalo Zoo Team Leader. Attachments are to be formatted: Last name first name Cover Letter.Doc or PDF, and Last name first name Resume.Doc or PDF.

Position is open until filled. No telephone calls please. For more information about the Buffalo Zoo, please visit our website at: <http://www.buffalozoo.org>

Team Leader - 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.
- Performs all duties as described in the job description for an Animal Keeper III (listed below).
- Reviews all aspects of team function, exhibits, off-exhibit areas, keeper areas, storage areas, etc. to maintain compliance with AZA and USDA regulations. Reports any potentially non-compliant issues immediately to the Curatorial Team.
- Implements departmental activities for the area as directed.
- Guides and helps direct day-to-day animal husbandry, including training and enrichment, maintenance of habitats, holdings, and public areas as assigned.
- Learns and is able to perform all husbandry duties of the team (i.e., have the knowledge base and be able to perform all aspects of each routine).
- Actively participates in the improvement of area policies, procedures and protocols to ensure the highest standards of care for the collection and the safety of staff and guests.
- Effectively monitors health and behavior of the animal collection and communicates changes to Curatorial Team and Veterinary Team. Oversees administration of medications as applicable.
- With the Curatorial Team, schedules and allocates manpower within the team as appropriate to meet daily needs. This includes maintaining minimum manpower requirements of the team as designated by the Curatorial Team and communicating team member requests for alterations to their shift or schedule to the Curatorial Team.

- With the Curatorial Team, schedules, mentors, trains and evaluates new keepers, existing keepers, interns, and volunteers, ensuring that all keepers and volunteers in the team are trained in all husbandry, equipment, and team-related activities.
- Works with Assistant Curators to write and update SOP's (Standard Operating Procedures) as needed.
- Works with Curatorial Team to schedule VIP tours, internal Marketing/Communications Department needs (i.e. filming), maintenance work, keeper talks, etc. Updates Animal Department calendar with team activities.
- Reviews and facilitates maintenance work on exhibits in their area, including submitting work orders.
- Maintains inventory of feeds and supplies used by the team and orders items as assigned. Interacts professionally with vendors, suppliers, etc. as needed.
- Working with the Curatorial Team, provides and promotes positive leadership in a team environment. Positively engages and motivates keeper staff, volunteers and interns.
- Uses strong interpersonal skills to form and maintain positive relationships within the work environment and fosters these skills in others.
- Demonstrates leadership by example. Fully supports Buffalo Zoo's strategic plan, mission and core values, and works with all Zoo staff to support these plans. Positively promotes and fosters work that improves department function and productivity to exceed standards and uses leadership to promote a team environment.
- Uses a solution-oriented approach to meet challenges.

Animal Keeper III

Under the supervision of the Curators, and/or Assistant Curators, the Keeper III is responsible for performing daily maintenance and care of specimens, exhibits, and off-exhibit animal holding and quarantine areas. This includes the care and feeding of exotic animals, the cleaning and maintenance of buildings, exhibits, and yards; and observation and reporting on the physical and behavioral condition of the animals. Assesses daily the status and condition of all specimens, exhibits, and holding areas within the area of responsibility. Zookeepers play an integral role in educating the public and passing on their enthusiasm for animals.

Essential Functions (Demonstrated Proficiency):

- Primary accountability for specific functions and results. The list of essential functions is not exhaustive and may be supplemented or changed if necessary.
- Expected to perform advanced animal care and management including but not limited to animal procedures, escape response, capture and restraint, transports, introductions, and training.
- Expected to perform duties of the KI and KII as needed.
- Proficient in AZA and USDA regulations and have the ability to mentor other staff in these standards.
- Ability to act as a positive mentor for staff in their professional development. This includes topics such as exhibit enhancement, USDA, behavioral husbandry, animal welfare, etc.
- When positions are open, KIII is willing to/have the ability to participate as a member of Zoo Committees or groups which may include but are not limited to conservation/sustainability, safety, Diversity Equity Access and Inclusion (DEAI).
- Ability to act as the point of contact for the area when leads are not present including addressing animal/space issues (unplanned medical issues, escapes, malfunctioning/damaged infrastructure)/liaise with other departments and teams as needed; make and communicate changes as needed, relay items needed for restocking/ordering.
- Expected to assist the Curatorial staff with developing and writing SOPs, department policies, and animal behavior plans.
- Ability to lead and direct the work of animal care staff and interns to support departmental objectives in the absence of the lead.
- Ability to serve in a leadership role when and if necessary, including serving as the designated person in charge in the absence of Curatorial staff/Team Leaders.
- Coordinate the area schedule of husbandry and building maintenance tasks as assigned.
- Assist with the development, revision, and update of area protocols and checklists as assigned.
- Training new staff as assigned.

- Ability to take initiative and address issues as they arise.
- Develop and implement introduction plans and animal shipments as assigned.
- Assists in the identification of available specimens from other facilities, preparation, and shipping/receiving of specimens as assigned.
- Place orders to outside vendors as assigned.

Keeper III and II -

- Demonstrated expertise in a biological grouping or some similar specialty related to the position.
- Demonstrated proficiency in Zookeeper skills such as positive-reinforcement-based training techniques, venomous animal handling, exhibit design, etc., with demonstrated ability to mentor/teach others.
- Perform work as a team player and provides a positive leadership role for peers, colleagues, interns, and volunteers.
- Assist the team lead in overseeing activities and may provide training for new employees.
- Conduct new and background research on diet, behavior, life history, and exhibit needs of animals in assigned areas. Assist the Curatorial staff with the development of SOPs.
- Assist the Curatorial staff with the development and writing of standard operating procedures (SOPs) and department policies and procedures.
- Proficient in basic procedures regarding safely operating hand tools, vehicles, and equipment.
- Is willing to/have the ability to serve as an AZA IR as well as participate on AZA committees and other professional organizations on the Zoo's behalf.

Keeper III, II, and I -

- Observe all specimens to detect health problems, behavioral interactions, reproductive behavior, etc.
- Clean and maintain holding, exhibit areas, and other related areas consistent with established professional standards.
- Ensure inspection of exhibits and surrounding areas - report and follow-up on safety concerns and needed repairs.
- Make minor repairs to exhibits and enrichment devices.
- Actively support and implement area procedures to ensure the safety of staff, volunteers, guests, and animals.
- Ensure the highest animal welfare standards are in compliance with the AZA and USDA regulations.
- Perform animal welfare assessments.
- Learn, maintain, and apply animal training and enrichment techniques to improve the health and welfare of the animal collection and to meet program needs.
- Develop and implement animal training plans under the direction of the Curator of Animal Behavior and Welfare.
- Participate in and support collaborative efforts pertaining to the care of assigned animals including training, enrichment, research, and education.
- Collect data, samples, records, etc. for research purposes as assigned.
- Effectively monitor the health, behavior, and overall welfare of assigned resident animals and communicate changes to the supervisory team and the veterinary staff. Administer medications as prescribed.
- Assist veterinary staff with any prescribed treatment routines, medication administration, and procedures alongside Curatorial staff.
- Maintain accurate animal records and daily logs as necessary.
- Familiarity with electronic record-keeping software systems.
- Submit daily reports on electronic record systems that may include feeding, behavior, and welfare assessments, medical procedures, environmental parameters, conservation and research, and animal metrics (weight and measurements).
- Assist in the training of new staff and interns, ensuring appropriate knowledge and understanding of Standard Operating Procedures (SOPs) and that established training protocols are followed by staff and interns.
- Ability to assist leads with addressing animal/space issues (unplanned medical issues, escapes, malfunctioning/damaged infrastructure)/ liaise with other departments and teams as needed; make and communicate changes as needed, relay items needed for restocking/ordering.
- Responsible for relaying inventory and supply needs to the Curatorial staff.
- Prepare supply requests for Curatorial staff as assigned.
- Ability to follow basic procedures regarding safely operating hand tools, vehicles, and equipment.

- Work collaboratively with other staff and departments to meet the Buffalo Zoo's overall goals and objectives, including participating as necessary with Education, Events, Development, Veterinary, Marketing, Facilities, etc.
- Must deliver exceptional customer service by engaging with guests on a regular basis to create a friendly, memorable and positive experience. Ability to respond to common inquires, requests, or complaints from guests and/or staff in a kind and courteous manner, including public speaking such as keeper talks and presentations.
- Demonstrate the ability to educate and engage donors and guests through animal presentations, media, and tours.
- Ability to effectively promote the organization.
- A strong and effective communicator and supportive team player.
- Verbal and written ability to communicate with Zoo staff. Able to interact positively with a variety of individuals from varied socioeconomically backgrounds frequently.
- Interact with courtesy, professionalism, and respect to staff, volunteers, and guests consistent with the organization's mission and core values.
- Function as a team player, showing trust and mutual respect for all members on the team.
- Innovative and willing to look for solutions.
- Good attention to detail.
- Accept and apply constructive feedback.
- Demonstrate the ability to perform a variety of jobs and flexibility in working in a variety of areas and routines.
- Ability to work with potentially dangerous animals.
- May be able to participate in Zoo internal committees with permission.
- Perform other duties as assigned.

Education / Experience / Special Skills

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

- Education
 - Two-year degree in life sciences required, four-year degree preferred.
 - Combined education and experience may substitute for each other.
- Experience
 - A minimum of 10 years full-time paid experience at an animal care facility (preferably AZA accredited) required. Education may substitute for years of experience.
 - Must demonstrate ability to complete all Keeper level I and Keeper level II skills and tasks as determined through interviews (external staff) or performance reviews (internal staff).
- Special Skills
 - Position dependent: venomous animals, large carnivores, primate work/training, pinniped work, breeding difficult species, etc.
 - Animal handling and restraint experience.
 - Demonstrated proficiency in animal care and husbandry, communication, and organization.
 - Proficiency in the use of physical restraint equipment and supplies, use of vehicles and equipment, use of relevant computer programs, and maintenance of accurate records.
 - May require specialized skills relevant to Team Lead's area (i.e. Team Lead for venomous animals should know how to work such animals and be able to teach others).

Other:

- Must support Buffalo Zoo's Vision, Mission and Core Values.
- Must support the Buffalo Zoo's DEAI values.
- 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-CDLC or CDL class).
- Successful completion of a post-offer pre-employment general medical screen and drug test.
- Successful completion of a post-offer pre-employment background check.

- Must understand the requirements, essential functions and duties of the position as per the job description, and certify such by signing the job description prior to first day of work.
- Must be able to operate a computer, two-way radio, telephone system, and software on computer, printer, etc. after training.
- Must be willing to comply with department's Personal Protective Equipment (PPE) policies and procedures.
- Must provide proof of negative TB test at hire. TB test conducted annually.
- Regular attendance and punctuality are essential functions of the position.
- Must be able to work weekends, holidays and requested overtime as necessary.
- Position is part of the Zoo's emergency weather team and is expected to report when the Zoo is officially closed due to weather.

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.

- Employee may be exposed to a variety of weather conditions or temperatures. Work may be required both indoors and outdoors in various weather and temperature conditions, ranging from rain, wind, snow, cool to cold weather, and extreme heat and humidity. The noise level in the work environment is usually moderate.
- 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, crawl, climb, and talk or hear. Use computer hardware and software for periodic periods of time. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- Is exposed to the environment around animal exhibits and animal holding areas. Will be working around animal excrement, smells, and other debris. Ability to follow animal safety protocol, and treat the animals with care, respect, and dignity.
- Able and willing to perform sustained work of a physical nature, may require heavy lifting. The employee must lift up to the weight requirements included in the fitness for duty test occasionally/regularly.
- Passing a fitness for duty test will be required in order for the successful candidate to be given further consideration for the position.

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