

**POSITION AVAILABLE****AMBASSADOR ANIMAL CARE SPECIALIST (PART-TIME)****Pay Rate / Benefits / How to Apply**

- This is a part-time non-exempt hourly position.
- Rate of Pay \$17.00 per hour.
- Sick Time is accrued based on hours worked, and is available once accrued (1 hour for every 30 hours worked).
- Buffalo Zoo family membership (after passing 60-days worked probationary review).
- Associates are eligible for discounts while employed at food service and gift shop. Food service discount is 30%. Gift shop discount is 20% (on purchases of \$10 or more).

Please submit resume outlining education and experience to (no phone calls please – position open until filled):

Lori O'Day email: loday@buffalozoo.org

Buffalo Zoo

Attn: Ambassador Animal Care Specialist PT

300 Parkside Avenue

Buffalo, NY 14214

Basic Purpose and Responsibility:

Under the supervision of the Director of Education and Community Partnerships, the Part-Time Ambassador Animal Care Specialist is responsible for assisting in the care and training of all Education Department ambassador animals, educational opportunities, and seasonal animal demonstrations on and off Zoo grounds.

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.
- Prepares and provides diet and feeding protocols to Education Department ambassador 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.
- Maintains compliance with AZA and USDA regulations. Reports any potentially non-compliant issues immediately to other animal care staff and Director of Education and Community Partnerships.
- Identifies maintenance and safety issues, and aides in their resolution.
- Assists veterinary staff with coordination and treatment routines and medical administration. Helps prepare animals for other medical procedures or surgeries.
- Conducts animal training for animal care, medical procedures, and educational purposes through on-going planning, tracking and record keeping.
- Completes keeper reports, maintains animal care records, animal welfare records, enrichment records and records of animal usage.
- Helps coordinate the administrative process for the acquisition of animals for the Education Department in conjunction with the Animal Department registrar as needed.
- Tracks supply and equipment needs and orders materials as directed to support inventory needs.

- Assists in the development and implementation of educational opportunities including, but not limited to: keeper talks, animal encounters, seasonal animal demonstrations, events, and media appearances.
- Maintains cleanliness and upkeep of ambassador animal exhibit components. Reports signage/interactives issues to Director of Education and Community Partnerships.
- Provides training for interns as needed.
- Works with Ambassador Animal Care Specialist team and Education team to assess the effectiveness of specified shows/demonstrations, perform in the shows/demonstrations/programs, and makes appropriate modifications to maintain quality programming as needed.
- Assists in the development and implementation of other educational programs/special presentations involving various designated animals housed in the Education Department as needed.
- 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 inquiries, requests, or complaints from guests and/or staff in a kind and courteous manner.
- Ability to effectively promote the organization.
- Possess a can-do attitude, be resourceful, and communicate respectfully with everyone.
- Interact with courtesy, professionalism, and respect to staff, docents, volunteers, and guests consistent with the organization's mission and core values.
- Verbal and written ability to communicate with Zoo staff. Able to interact positively with a variety of individuals from varied socioeconomically backgrounds frequently.
- Performs other duties as assigned by the Director of Education and Community Partnerships and/or Education Manager.

Position Qualifications:

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

Education (Desired):

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

Experience (Minimum Desired):

- One-year animal husbandry, animal handling and animal training experience gained through employment, internships or volunteer work. Experience with domestic farm animals and a wide variety of small exotics preferred.
- Six months of teaching/public speaking experience to diverse audiences or equivalent experience.

Special Skills:

- Well-developed communication skills.
- Outgoing, enthusiastic personality.
- 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 team and overall Zoo team.
- Working knowledge of personal computers and software applications preferred.

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.

- Successful completion of a post-offer fitness for duty test.
- Must understand the requirements, essential functions and duties of the position as per the job description, and certify such by signing the job description acknowledgement form 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 (within the last 12 months). TB test conducted annually.
- Regular attendance and punctuality are essential functions of the position.
- Must be able to work weekdays, 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 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.

- 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). Sitting for long 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.
- 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