Job & Person Specification

Job Title
Kids Zoo Keeper & Presenter

Primary Location
Adelaide

Division/Department
Life Sciences / Nature Theatre

Uniform
Required

Classification
Employee Level 2 through to Employee Level 5

Remuneration
Commences Band A Level 1 to Band B Level 4, dependent upon qualifications, skills and experience.

Special Conditions
As per RZSSA Collective Agreement, plus:
- May be required to work at any Zoos SA location.
- Required to work a 7 day roster
- Required to obtain and provide a National Police Certificate
- Requested to obtain and maintain recommended Immunisations
- Required to retain relevant licences, qualifications and/or accreditations
- A 6 month probationary period applies to all roles.
- Duties are performed under close supervision by a skilled and experienced Employee moving to routine supervision and general direction with experience.
- May be required to work evenings, or public holidays, for which applicable penalties apply or Time Off in Lieu as negotiated.

Summary of Role

Trainee: Under direct supervision and as part of a team, learn and understand the principles of animal husbandry, exhibit presentation, maintenance and horticulture. Perform core duties to the required standard.

Keeper/ Certified and Experienced Keeper: Under general supervision and within specified guidelines, safely, efficiently and effectively undertake a wide range of tasks which may require the application of relevant experience and training. Develop a broad range of Zoo Keeper skills by working for extended periods in most areas of the animal collection.

Career Progression (dependent upon experience, qualification and performance)

Progression will be in line with Keeper career progression as listed in Schedule 6 of the RZSSA Collective Agreement.

Zoos SA Core Values

Passion: We inspire and influence through our valuable conservation efforts and recognise success.
Effectiveness: We focus on clearly defined shared goals and support people to achieve them.
Innovation: We seek creative ways to achieve goals and promote a culture of learning and improving.
Integrity: We are guided by our values and deliver on our promises.
Respect: We respect individual’s values and encourage a culture of collaboration, listening and trust.
Skills and Measurement Criteria

Administration:
- Undertake routine administrative tasks and maintain all required records to an acceptable standard.
- Ensure timesheets and leave forms are completed to required standards.
- Knowledge of Standard Operating Procedures (SOPs) Policy and Procedure and the Collective Agreement.
- Develop and maintain a working knowledge of the Organisational Strategic Plan including the application of the Vision, Mission, Values and Goals.
- Ensure compliance with relevant legislation and codes of practice.
- Conduct literature searches on species and habitats under care.

Measurement Criteria
- Records assessed by Supervisor for accuracy and content.
- Knowledge of SOPs and working in line with these. Feedback on these and proactive suggestions for change as required.
- Depth of knowledge of Organisational Strategic Plan and the application of our Vision, Mission, Values and Goals.
- Working knowledge of the Collective Agreement and manage basic enquiries from staff.

Animal Health
- Inform the Senior Keeper/Team Leader or Department of Health of animal health problems and ensure it is noted in records.
- Under veterinary supervision or instruction, treat animals and administer medication to required standard.
- Provide biological samples for testing and analysis.
- Participate in the implementation and monitoring of behavioural enrichment and training and conditioning programs to affect animal behaviour and allow routine examinations and procedures without distress.

Measurement Criteria
- Records of behaviours and changes or symptoms recorded accurately, legibly and completed daily.
- Updates on any changes or concerns raised through Senior Keeper (or others as may be directed, e.g. Animal Health Team).
- Ability to take required samples and undertake conditioning where possible to facilitate health checking. Feedback from supervisors and Animal Health Team.

Animal Husbandry
- Obtain, prepare and provide food to animals in accordance with established diets, feeding schedules and procedures.
- Clean food and water vessels, holding areas, exhibits and food preparation and storage areas to required standards, ensure animal areas are maintained free of debris and hazardous materials.
- Provide animals with nesting and bedding materials and other items required to meet their behavioural requirements, particularly in relation to breeding or raising offspring.
- Observe and report on animal behaviour and changes to the condition of animals.
- Maintain diaries and animal records and report matters of interest to the supervisor.
- Capture, restrain and handle animals as required.
- Maintain and care for live food colonies as required.
- Assist in the preparation of animals for transfer.
- Monitor interactions between visitors and animals, especially those in ‘free-contact’ circumstances e.g. goats, sheep and deer in access areas.
- Assist visitors to interact effectively with all contact animals (especially those above) and report any incidents in a timely manner.
- Provide effective assistance to Presenters in the Children’s Zoo, including assistance in the training of animals and scheduled presentations.
- Frequently monitor condition of presentation animals, especially
Transit mode e.g. mobile zoo, crated transfers within zoo grounds.

- On standby for presentation purposes in pet packs or temporary holding
- In intensely busy interaction circumstances.
- In extreme weather

**Measurement Criteria**

- Maintain high standards of animal health and wellbeing.
- Duties undertaken to the required standards.
- Enclosures and surrounding Area maintained to the required standard.
- Records accurate, legible and completed daily as required.
- Sharing of relevant information within the team.
- Updates on any changes or concerns raised through Senior Keeper (or others as may be directed).
- Maintenance and recording of established training routines.
- Provision of approved Behavioral Enrichment
- Working towards set performance targets.
- Visitor, peer and inter-departmental feedback
- Adherence to daily schedules and timelines with tasks completed in a timely manner.

**Animal Training**

- Use positive reinforcement training techniques to work logically, sensitively, and effectively with a wide variety of animal taxa.
- Approach animals with respect and humility, always putting the animal first and emphasising the animal’s role in training the trainer.
- Organise animal training schedules that take the activities of the unit into account.
- Enthusiastic involvement in animal acquisition planning and implementation.

**Measurement Criteria**

- Meeting the agreed guidelines, timelines and goals for each program.
- Coordinates effectively and consults readily with fellow Presentations Team members.
- Maintains positive reinforcement techniques, especially in challenging situations, and follows directions from Presentations Manager

**Education, Media & Public Relations**

- Interact informally with the public on an ad hoc basis providing directions and information on Zoo activities, exhibits, facilities and animals.
- Undertake formal and informal presentations and ‘Keeper Talks’, which may involve animal handling, presenting to public groups and responding to questions.
- Undertake media interviews and presentations as required.
- Highlight any potential media stories to line manager
- Assist with public relations activities as required

**Measurement Criteria**

- Public feedback from interactions, questionnaires, letters submitted, assessment by Supervisors /specialists and ‘mystery shopper’ feedback.
- Formal and informal evaluation process through feedback of peers and assessments by Supervisors.
- Review content and style of presentation.
- Highlights any potential media stories to Supervisors.

**Exhibits**

- Assist with providing guidance to Zoo staff, volunteers and work experience students.
- Maintain exhibit presentation to required standards and communicate with Horticulture and Assets departments to ensure adequate pruning of plants, weeding, irrigation and rodent control.
- Make minor repairs to exhibit, document and inform supervisor of exhibit maintenance requirements.
- Check exhibits daily for faults and perform minor preventative maintenance tasks as required

**Measurement Criteria**
• Exhibit and associated area maintained to the required standard.
• Defects recorded and reported through the supervisor.
• Suggested improvement or amendments reported through the supervisor.
• Reduced issues and incidents due to proactive maintenance

**Husbandry**

**People Management**

• Assist with providing guidance to Zoo staff, volunteers and work experience students.
• Maintain a high degree of readiness to connect with and assist visitors in any situation at any time, actively observing and responding to visitor needs i.e giving directions, highlighting program features and delivering information regarding special events.

**Measurement Criteria**

• Assist and advise co-workers in a constructive and positive manner.

**Workplace Health & Safety**

• Work consistently in accordance with established safety procedures to ensure animal security, personal safety, protection of coworkers and the public.
• Identify and report issues of safety to the Human Resources and complete appropriate reports.
• Show care and consideration for coworkers.

**Measurement Criteria**

• Records of behaviours and changes or symptoms recorded accurately, legibly and completed daily.
• Has an understanding of relevant Policy and Procedures to their role and is working in line with these.
• Understands the need to follow up on risks and incidents and takes action appropriately, following the required process
• Undertakes corrective action where this is appropriate
• Completion of regular, detailed workplace assessments.
• Awareness of others and their feelings

**Other duties**

• Participate in training and development programs identified.
• Other duties as required
Person Skills: Essential & Desirable

Qualifications

**Essential**
- Nil at entry

**Desirable**
- Completion of Year 12 or equivalent satisfactory to the Society.
- Customer Service training.
- Certificate III in a recognised and relevant qualification and management recommendation required for progression to Band B level 1 and beyond.
- Any qualification in an animal related discipline.
- Willingness to complete Cert III in Captive Animals

Skills

**Essential**
- Ability to arrange personal work routines and practices to make optimum use of time.
- Good numeracy and written and verbal communication skills.
- Must possess good customer relations skills.
- Basic horticulture and maintenance skills
- Ability to work consistently to established standards.
- Presents clearly and confidently to a group in a formal or informal setting.
- Able to manage customer expectations.
- Proven ability to proactively contribute to team goals and objectives.
- Ability to work in extremely busy situations.
- Accurate and thorough, with an eye for detail.
- Actively contribute to team culture

**Desirable**
- Ability to train animals to a high standard of behaviour using positive reinforcement.
- Ability to operate effectively within a busy operation and diverse team
- Ability to operate computerised systems.
- First Aid Skills and willingness to maintain a qualification.
- Firearms Skills and willingness to maintain a licence.

Experience/Knowledge

**Essential**
- Previous proven experience in a practical, animal related role.
- Previous proven experience in a customer service environment.
- Knowledge of Workplace Health and Safety and the ability to apply those principles in the workplace.

**Desirable**
- Conservation, Science or Research background
- Well-developed techniques in conflict resolution.
- Knowledge of appropriate techniques for handling public enquiries and complaints.
- Knowledge of best practice in customer service.
Personal Qualities

Essential

- Excellent numeracy and written and able to keep accurate and detailed records.
- Good verbal communication skills, enthusiastic and able to maintain a pleasant disposition even when under pressure.
- Neat presentation
- Innovative and willing to try new ideas.
- Demonstrate a caring attitude towards animals
- Well developed observational skills and attention to detail
- Ability to arrange personal work routines and practices to make optimum use of time and resources.
- Commitment to the Goals & Values of the Society
- Awareness of the team goals and objectives and actively contributes to the achievement of these
- Ability to work consistently to established standards.
- Self motivated and shows initiative.
Signoff

Occupant

I have noted the statement of duties, responsibilities and expectations as detailed in this document and I agree to undertake these duties to the standards expected and uphold the vision, mission, values and strategic objectives of Zoos SA.

Occupant Name: ________________________________

Occupant Signature: ________________________________

Date: _______/_____/__________

Manager

I hereby agree that I have reviewed the statement of duties, responsibilities and expectations as detailed in this document as a true reflection for this position.

Manager Name: ________________________________

Manager Signature: ________________________________

Date: _______/_____/__________

Human Resources

I hereby agree that I have reviewed the statement of duties, responsibilities and expectations, including the classification and remuneration range, as detailed in this document and confirm the format is correct.

Human Resource Name: ________________________________

Human Resource Signature: ________________________________

Date: _______/_____/__________