

Job Description

Human Resource Use Only

Position Number:

Step/Grade - I

Effective Date:

Revised Date: 07/07/2025

POSITION IDENTIFICATION

Position Title: Zoo Team Leader
Division: Department of Public Infrastructure
Status: Full-Time, Hourly
Workweek: Sunday – Saturday, Rotating Weekends and Holidays

SUPERVISORY RELATIONSHIPS

Reports to: Parks and Recreation Division Manager
Directly Supervises: Zookeepers and seasonal intern staff

POSITION PURPOSE

The Zoo Team Leader supervises crews in the operation and maintenance of the Manitowoc Lincoln Park Zoo. This is a supervisory position requiring mature judgment, detailed planning ability, and the ability to redirect staff as priorities change. Supervision is exercised over a number of skilled and semi-skilled laborers. This position includes duties (including repetitive manual work) in the maintenance, operation and development of the city-owned Zoo. The employee must be capable of hard physical labor and should have a thorough appreciation of the occupational hazards and an understanding of the appropriate safety measures required for the work. Employee will be efficient in feeding and caring for different varieties of animals, in addition to having a solid background in animal behavior patterns. A major emphasis of the position will be to oversee educating the public, organizing special events, providing tours to groups, and coordinating volunteer programs at the zoo. The employee must possess the ability to get along well with the public, with employees and with management. General assignments are received from a manager, but employees in this class are expected to exercise judgment in selecting work methods and in planning details. The Zoo Team Leader reports to and receives administrative guidance from the Parks and Recreation Division Manager and Director of Public Infrastructure and is expected to carry out most duties of this position independently.

ESSENTIAL DUTIES

- Plans and makes work assignments for zookeeper staff and inspects work upon completion.
- Supervises and trains animal care and education staff, including full-time employees and seasonal employees in proper work techniques and procedures and in the zoo operation, animal care, and maintenance of equipment and facilities.
- Maintains necessary records and prepares periodic activity reports, including animal care records, permits and licensing.
- Oversees preparation and submits annual CWD reports to State and conducts USDA inspections.
- Performs any of the work duties of the Zookeeper classification.

- Oversees ordering and procures annual food and supplies for the zoo and prepares proper nourishment for animal diets.
- Keeps abreast of current animal behavioral theory and supervises the animal behavioral enrichment programs.
- Oversees education program development, teaches, promotes interactive and educational programming within the zoo facility in addition to other facilities such as schools, nursing homes, senior center, etc.
- Oversees planning of special events and works with the Zoological Society in coordinating events.
- Oversees coordination with veterinarian scheduled rounds, medical evaluations, parasite screening and recommended treatments
- Oversees security of the buildings and grounds at the facility.
- Oversees transferring animals, birds, or fish from one location to another and has complete knowledge of animal restraining techniques
- Assists in researching maintenance and acquisition of new animals and exhibits.
- Supervises training and prepares all related documentation and safety equipment for student interns, part-time, seasonal employees, and volunteers
- Recommends hiring, discipline, suspension or discharge, if warranted, to the Park and Recreation Division Manager.
- Works with Parks and Recreation Division Manager to plan, schedule, and supervise equipment maintenance and changeover for seasonal work.
- Processes requests for vacation, sick leave and other leave for seasonal employees under the Zoo Team Leader supervision in compliance with policies set by the Parks and Recreation Division Manager.
- Makes planning and budgeting recommendations to the Parks and Recreation Division Manager.
- Enforces division safety programs in accordance with federal and state mandated regulations in the field.
- Orders materials necessary for maintenance of equipment, buildings, and grounds.
- Orders janitorial and paper stock items for all Zoo buildings.
- Operates and oversees the operation of all equipment used in the Zoo operation, including trucks, lawnmowers, leaf blowers, trimmers, snow blowers, etc.
- Responds to acts of vandalism by notifying police and performing and overseeing necessary repairs.
- Supervises Zoo web page and Facebook maintenance.

OTHER DUTIES

- Performs other duties as assigned.
- May be required to assist with streets snow removal operations when necessary.

MINIMUM POSITION QUALIFICATIONS

Education: Associates Degree in biology, zoology, wildlife management or related field. An equivalent combination of training and experience may be

acceptable if prior work experience provides the required knowledge, skills and abilities.

Experience: Must have two (2) years of professional experience with significant knowledge of biological, zoological and wildlife management sciences.

Certifications/Licenses: Must possess a valid Wisconsin Driver's license and proof of an ATV/UTV operators safety certification course if born on or after January 1, 1988.

KNOWLEDGE, SKILLS, & ABILITIES

This position must possess the ability to successfully operate personal computers and compatible software packages; read and interpret documents such as safety rules, operating maintenance instruction, blueprints, government regulations and procedures manuals; complete routine paperwork; effectively present information to other employees and supervisors; and basic math abilities including adding, subtracting, multiplying and dividing in all units of measure, using whole numbers, common fractions, and decimals. This position must possess the ability to interpret a variety of instructions or reports furnished in written, oral, diagram, or schedule form; and apply situational reasoning by exercising good judgment, decisiveness and creativity in an array of conditions and environments. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

BACKGROUND CHECKS

Condition of Employment

PHYSICAL DEMANDS

Manual Dexterity: While performing the duties of this job, the employee is regularly required to stand, walk, use hands and fingers to handle or feel; reach with hands and arms; stoop, kneel, crouch or crawl; talk and hear. The employee is occasionally required to sit, climb, balance, smell and may be required to work in high places.

Physical Effort: Must be physically able to perform any and all duties of Zoo personnel. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds, occasionally lift and/or move more than 100 pounds.

Working Conditions: The employee must be able to adjust from one schedule to another at short notice and be able to maintain attention to tasks in overtime situations. Must be capable of working long hours in adverse weather conditions. In the performance of this position, the usual climate will be the outdoor environment. Work outdoors will expose the employee to weather conditions such as extreme cold, extreme heat, wet and/or humid conditions, and toxic or caustic chemicals. The employee occasionally may be required to negotiate semi-rough and rough terrain. The noise level is generally moderate but may be quite loud depending on equipment used or work being done in the area. The employee is frequently exposed to moving mechanical parts and vibrations and may be exposed to fumes and airborne particles.

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.