

Table of Contents

Position	Page	Position	Page
<u>Admissions Seasonal</u>	2	<u>Zoo Maintenance Specialist</u>	121
<u>Animal Attendant Seasonal</u>	4	<u>Zoo Maintenance Superintendent</u>	124
<u>Animal Handler I</u>	7	<u>Zoo Mechanic Fabricator</u>	127
<u>Animal Handler II</u>	10	<u>Zoo Seasonal Guest Service Attendant</u>	129
<u>Assistant Animal Handler, Zoo Seasonal</u>	13	<u>Zoo Seasonal Maint. Laborer/Train Conductor</u>	133
<u>Assistant Golf Course Superintendent</u>	16		
<u>Assistant Park Ranger</u>	18		
<u>Assistant Registrar</u>	20		
<u>Assistant Zoo Director</u>	23		
<u>Assistant Zoo Keeper Seasonal</u>	27		
<u>Carousel Seasonal</u>	30		
<u>Clubhouse Manager, Indian Bluff</u>	33		
<u>Curator of Conservation & Education</u>	37		
<u>Field Office Manager, Niabi Zoo</u>	41		
<u>Field Trip Coordinator Seasonal</u>	44		
<u>Forest Preserve Administrative Assistant</u>	47		
<u>Forest Preserve Director</u>	51		
<u>Gift Shop Seasonal</u>	55		
<u>Golf Course Superintendent</u>	58		
<u>Greens Keeper</u>	62		
<u>Guest Services Manager</u>	64		
<u>Illiniwek Seasonal Groundskeeper</u>	68		
<u>Illiniwek Seasonal Office Attendant</u>	70		
<u>Indian Bluff Seasonal Cart Attendant</u>	72		
<u>Indian Bluff Seasonal Clubhouse Attendant</u>	74		
<u>Indian Bluff Seasonal Concession Attendant</u>	77		
<u>Indian Bluff Seasonal Golf Course Groundskeeper</u>	80		
<u>Loud Thunder Seasonal Boat Rental Attendant</u>	82		
<u>Loud Thunder Seasonal Groundskeeper</u>	84		
<u>Loud Thunder Seasonal Office Attendant</u>	86		
<u>Maintenance Laborer Seasonal</u>	88		
<u>Mechanic, Forest Preserve General</u>	91		
<u>Membership Seasonal</u>	93		
<u>Park Ranger, Illiniwek</u>	96		
<u>Park Ranger, Loud Thunder</u>	99		
<u>Receptionist Seasonal</u>	102		
<u>Trades Workers II, Forest Preserve</u>	105		
<u>Train Conductor Seasonal</u>	108		
<u>Zoo Director</u>	111		
<u>Zoo Education Assistant</u>	115		
<u>Zoo Educator</u>	118		



POSITION DESCRIPTION

POSITION TITLE: Admission Booth (Seasonal)

DEPARTMENT: Administration

JOB RELATIONSHIPS:

Reports to: Field Office Manager, Guest Services Manager, Assistant Zoo Director

Supervises: N/A

BASIC FUNCTION: This position contributes to the success of Niabi Zoo by assisting customers with ticket sales. Under general supervision performs a variety of customer service duties to enhance the customer's experience. The employee receives continuing or individual assignments from the supervisor. This position also is under Assistant Zoo Director, who assists with unusual situations that may arise.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Sells general admission tickets, rides and issues appropriate change.
2. Engage guests in a friendly and positive manner and ensures overall visitor satisfaction.
3. Provides friendly and professional customer service to all zoo guests and fellow staff members at all times.
4. Provide guests with general information about Niabi Zoo, regarding zoo hours of operation, pricing and fees, regulations, special events and directions.
5. Operate the computer based ticketing system.
6. Monitors and communicates effectively on the two-way radio and PA system.
7. Maintain a clean work environment and assist with general cleanliness of zoo common areas.

8. Respond to inquiries from coworkers and provides assistance as needed.
9. Perform other related duties as assigned.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- Must have a High School diploma or working towards one.
- Must be at least 16 years of age.
- Must have a valid driver's license.

Competency and Knowledge Requirements

- Must be able to perform basic math.
- Must have excellent communication and organizational skills.
- Must have the ability to multitask
- Must be proficient in Microsoft Word and Microsoft Excel.
- Must be dependable, courteous and able to work with people of all ages.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Ability to educate guests on a variety of topics.
- Knowledge of departmental practices, policies, and procedures.
- Ability to establish and maintain effective working relationships with staff, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical and organizational skills and abilities.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays as needed.
- Ability to perform duties in occasionally unpleasant surroundings

Physical Requirements

Position involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items.

Environmental requirements

Position may require frequent exposure to adverse environmental conditions.

Sensory Requirements

Position requires color perception and discrimination. Position requires sound perception and discrimination. Position requires taste perception and discrimination. Position requires odor perception and discrimination. Position requires depth perception and discrimination. Position requires texture perception and discrimination. Position requires visual perception and discrimination. Position requires oral communications ability.



POSITION DESCRIPTION

POSITION TITLE: Animal Attendant (Seasonal)

DEPARTMENT: Administration

JOB RELATIONSHIPS:

Reports to: Field Office Manager, Guest Services Manager, Assistant Zoo Director

Supervises: N/A

BASIC FUNCTION: This position contributes to the success of Niabi Zoo by assisting guests with the Parakeet Free Flight Aviary and Feeding Interaction along with hourly checks through the Domestic Animal Area. Under general supervision performs a variety of customer service duties to enhance the zoo guests experience. The employee receives continuing or individual assignments from the supervisor including monitoring of guest and animal interactions, preparations of budgie seed sticks, light cleaning of guest areas, hourly checks of the Domestic Animal Area and general safety of all the Domestic Animal and Australia animals.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Monitor both the Australia Area including the Parakeet Aviary and the Domestic Animal area animals at all times. Remove trash, and other debris, perform light cleaning and make up seed sticks as needed. Report any issues within either the Domestic Animal Area or the Australia Area via two-way radio.
2. Engage guests in a friendly and positive manner and ensures overall visitor satisfaction.
3. Provide guests with general information and answer any questions about the animals at both the Australia Area and the Domestic Animal Area as well as the zoo in general.
4. Assure that each guest who has a ticket obtains their seed stick.

5. Monitors and communicates effectively on the two-way radio.
6. Respond to inquiries from coworkers and provides assistance as needed.
7. Perform other related duties as assigned.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- Must have a High School diploma or working towards one.
- Must be at least 16 years of age.
- Must have a valid driver's license.

Competency and Knowledge Requirements

- Must have excellent communication skills.
- Must have the ability to multitask
- Must be proficient in Microsoft Word and Microsoft Excel
- Must be dependable, courteous and able to work with people of all ages.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Ability to educate guests on a variety of topics.
- Knowledge of departmental practices, policies, and procedures.
- Ability to establish and maintain effective working relationships with staff, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical and organizational skills and abilities.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays as needed.
- Ability to perform duties in occasionally unpleasant surroundings

Physical Requirements

Position involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items and occasionally very heavy (100 pounds or over) items; or may involve the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls, fine adjustments or both; or the sustained operation of items such as a keyboard or adding equipment.

Environmental requirements

Position may require frequent exposure to adverse environmental conditions. These conditions may include; heat, rain, wind and cold.

Sensory Requirements

Position requires color perception and discrimination. Position requires sound perception and discrimination. Position requires taste perception and

discrimination. Position requires odor perception and discrimination. Position requires depth perception and discrimination. Position requires texture perception and discrimination. Position requires visual perception and discrimination. Position requires oral communications ability.



POSITION DESCRIPTION

TITLE: Animal Handler I
DEPARTMENT: Niabi Zoo – Zoo Animal Care & Enrichment
SUPERVISOR: Assistant Zoo Director
FLSA: Non-Exempt
EMPLOYMENT STATUS: Represented Employee – AFSCME 2025A
CLASSIFICATION: Animal Handler I – Grade 18

BASIC FUNCTION:

Under general supervision performs a variety of responsible manual and maintenance duties in the care and treatment of animals in the Forest Preserve District's Zoo. Incumbent feeds animals, assists in the provision of medical treatment of animals and performs general maintenance duties in the upkeep of animal enclosures and zoo grounds. The employee receives continuing or individual assignments from the Assistant Director/Curator, generally indicating work to be done, limitations, quality and quantity expected, deadlines and priority of assignments.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Feeds and waters animals at the zoo. Observes condition of animals and their environment. Handles and assists in the training of animals as required using care and safety.
- Assists in the provision of medical treatment for animals.
- Cleans, scrubs and disinfects animal enclosures, feeders, troughs and related equipment.
- Performs general maintenance of zoo grounds.
- Secures animal enclosures.
- Responds to inquiries from the fellow animal handlers and the general public.
- Stocks animal feed and related supplies.
- Operates trucks, tractors and related vehicles as required. Loads and unloads trucks.
- Services animal enclosures as needed.

- Prepares and maintains related records and reports.
- Shall assist in emergencies including those occurring before or after normal business hours.
- Performs other related duties as assigned.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- Bachelor's degree in biology or zoology, or related field is required supplemented by two or more years' experience in the handling, conditioning, and care of exotic animals in a zoo or aquarium setting. A Bachelor's degree may be substituted with a minimum of four years full-time experience at an AZA accredited institution working as an animal handler/keeper.
- Must have an appropriate, valid driver's license

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Working knowledge of environmental, health, and dietary needs of animals; animal restraint and capture techniques; basic facility maintenance; typical behaviors of a variety of animals; zoo operations; public relations techniques.
- Knowledge of basic animal care including related safety precautions.
- Knowledge of the principles and practices involved in the training of a variety of zoo animals.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Ability to establish and maintain effective working relationships with others.
- Ability to perform duties in or on uneven surfaces, extreme heat, cold and in severe weather.
- Ability to communicate with the public tactfully and courteously.
- Ability to communicate clearly both orally and in writing.
- Skill in the physical handling of a variety of zoo animals.
- Skill in the operation of maintenance equipment, including, but not limited to motor vehicles, personal computers, hand tools, power tools and related equipment.

Physical Requirements: Task involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined

spaces and lifting or carrying moderately heavy (20-50 pound) items and occasionally very heavy (100 pounds or over) items; or may involve the complex operation of gasoline, electric or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls, fine adjustments or both; or the sustained operation, on a production basis, of such devices as offset presses with associated equipment.

Environmental Requirements: Task may require frequent exposure to adverse environmental conditions.

Sensory Requirements: Task requires color perception and discrimination. Task requires sound perception and discrimination. Task requires odor perception and discrimination. Task requires visual perception and discrimination. Task requires oral communications ability.



POSITION DESCRIPTION

TITLE: Animal Handler II
DEPARTMENT: Niabi Zoo – Zoo Animal Care & Enrichment
SUPERVISOR: Assistant Zoo Director
FLSA: Non-Exempt
EMPLOYMENT STATUS: Represented Employee – AFSCME 2025A
CLASSIFICATION: Animal Handler I – Grade 20

BASIC FUNCTION:

Under general supervision performs a variety of responsible manual and maintenance duties in the care and treatment of animals in the Forest Preserve District's Zoo. Incumbent feeds animals, assists in the provision of medical treatment of animals and performs general maintenance duties in the upkeep of animal enclosures and zoo grounds. The employee receives continuing or individual assignments from the Assistant Director/Curator, generally indicating work to be done, limitations, quality and quantity expected, deadlines and priority of assignments.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Feeds and waters animals at the zoo. Observes condition of animals and their environment. Handles and assists in the training of animals as required using care and safety.
- Assists in the provision of medical treatment for animals.
- Cleans, scrubs and disinfects animal enclosures, feeders, troughs and related equipment.
- Performs general maintenance of zoo grounds.
- Secures animal enclosures.
- Responds to inquiries from the fellow animal handlers and the general public.
- Stocks animal feed and related supplies.
- Operates trucks, tractors and related vehicles as required. Loads and unloads trucks.
- Services animal enclosures as needed.

- Prepares and maintains related records and reports.
- Presents educational programs for the public, both on and off the zoo grounds, both during and after regular hours.
- Shall assist in emergencies, including those occurring before or after normal business hours.
- Performs other related duties as assigned.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- Bachelor's degree in biology or zoology, or a related field is required supplemented by two or more years' experience in the handling, conditioning, and care of exotic animals in a zoo or aquarium setting. A Bachelor's degree may be substituted with a minimum of four years full time experience at an AZA accredited institution working as an animal handler/keeper.
- Must have an appropriate, valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Working knowledge of environmental, health, and dietary needs of animals; animal restraint and capture techniques; basic facility maintenance; typical behaviors of a variety of animals; zoo operations; public relations techniques.
- Knowledge of basic animal care including related safety precautions.
- Knowledge of the principles and practices involved in the training of a variety of zoo animals.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Ability to establish and maintain effective working relationships with others.
- Ability to perform duties in , or on uneven surfaces, extreme heat, cold, and severe weather.
- Ability to communicate with the public tactfully and courteously.
- Ability to communicate clearly both orally and in writing.
- Skill in the physical handling of a variety of zoo animals.
- Skill in the operation of maintenance equipment, including but not limited to motor vehicles, personal computers, hand tools, power tools, and related equipment.

- Skill in preparing and presenting knowledgeable, well informed programs about a variety of zoo animals.

Physical Requirements: Task involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces and lifting or carrying moderately heavy (20-50 pound) items and occasionally very heavy (100 pounds or over) items; or may involve the complex operation of gasoline, electric or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls, fine adjustments of both; or the sustained operation, on a production basis, of such devices as offset presses with associated equipment.

Environmental Requirements: Task requires that work be performed in adverse environmental conditions.

Sensory Requirements: Task requires color perception and discrimination. Task requires sound perception and discrimination. Task requires taste perception and discrimination. Task requires odor perception and discrimination. Task requires depth perception and discrimination. Task requires texture perception and discrimination. Task requires visual perception and discrimination. Task requires oral communications ability.



POSITION DESCRIPTION

TITLE: Assistant Animal Handler - Seasonal
DEPARTMENT: Niabi Zoo– Zoo Animal Care & Enrichment
SUPERVISOR: Assistant Zoo Director
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

This position contributes to the success of Niabi Zoo by assuring the best possible care for animals in the collection, particularly as it pertains to animal care and well-being, providing exceptional guest experiences, and contributions to conservation, science, and education. Under general supervision performs a variety of responsible manual and maintenance duties in the care and treatment of animals in a Scientific Zoological Institute. Incumbent feeds animals, assist in observation, training, enrichment, general maintenance duties in the upkeep of animal enclosures and zoo grounds. The employee receives continuing or individual assignments from the supervisor, generally indicating work to be done, limitations, quality and quantity expected deadlines, and priority of assignments. This position receives assignments from the Assistant Zoo Director, who defines objectives, priorities, and deadlines, and assists with unusual situations that do not have a clear precedent.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Assist in the feeding and watering of animals in a Scientific Zoological Institute.
- Observe condition, behavior of animals, and their environment.
 - Assist in the training of animals as required using care and safety.
 - Assist in the provision of medical treatment for animals.
- Service animal enclosures as needed following Zoological protocols.
 - Assist with cleaning, scrubbing and disinfecting animal enclosures, feeders, troughs, and related equipment.
 - Perform general maintenance of zoo grounds and animal exhibits.
 - Secure animal enclosures as appropriate.
- Respond to inquiries from fellow animal handlers and provide assistance as needed.

- Assist in stocking animal feed and related supplies.
 - Assist in loading and unloading of trucks.
 - Operate trucks, gators, and related vehicles as required.
- Represents the zoo and the animal collection and promotes its interests externally.
 - Represents the zoo's position and interests in animal conservation and other issues in a well-informed, positive, and responsive manner.
 - Keeps abreast of trends, information, and emerging issues related to areas of responsibility.
 - Represents the zoo to external visitors, Board members, donors, visiting colleagues, etc.
- Shall assist in emergencies.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Must have obtained or be in pursuit of bachelor's degree in Zoology or related biology field supplemented by one year of experience involving the care, handling and training of a variety of animals, or an equivalent combination of experience and training.
- As appropriate, may require a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles, practices, and methods employed in modern scientific zoological institute operations.
- Knowledge of the principles and techniques of zoo keeping including collection, diet, housing, exhibition, and breeding of animals.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Ability to establish and maintain effective working relationships with staff, Niabi Zoological Society board members, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical, and organizational skills and abilities.

- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays as needed.
- Ability to perform duties in occasionally unpleasant surroundings.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

TITLE: Assistant Golf Course Superintendent
DEPARTMENT: Indian Bluff Golf Course
SUPERVISOR: Golf Course Superintendent
FLSA: Non-Exempt
EMPLOYMENT STATUS: Represented Employee – AFSCME 2025A
CLASSIFICATION: Assistant Superintendent – Grade 22

BASIC FUNCTION:

Under general direction performs and supervises the maintenance and repair of the golf course. Work involves ensuring that the golf course is properly maintained according to established standards and is ready for play. Work is performed with considerable independence in judgment and decision making within established policy guidelines. The employee receives assignments from the supervisor, who defines objectives, priorities and deadlines and assists the employee with unusual situations that do not have clear precedents.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Plans, assigns, directs and evaluates the work of subordinates.
- Maintains records of all maintenance section activities; records expenditures to maintain status; prepares journal entry for chemical and fertilizer applications.
- Plans and establishes schedules for major maintenance and repair work, such as aerating greens and maintaining the irrigation systems. Mows, rakes, over seeds and fertilizes turf.
- Repairs small machinery and operates county vehicles in the maintenance of greens, holes, collars, approaches, fairways, roughs, tees, traps and fences.
- Shall assist in emergencies.
- Performs other related duties as assigned.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Completion from an accredited college or university with a degree or Certificate in Golf Course Maintenance, Turf Management, Horticulture or closely related field in addition to three years of experience and training which provides the knowledge and abilities to perform the required work or a combination of experience and training which provides the knowledge and abilities necessary to perform the work.
- Possession or the ability to obtain a State of Illinois Operator's or Applicator's License.
- Must have a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Knowledge of the rules and regulations for playing of golf.
- Knowledge of golf course maintenance methods, practices and equipment.
- Knowledge of chemicals and fertilizers utilized in turf maintenance.
- Knowledge of modern management methods and practices.
- Ability to plan, assign, direct and evaluate the work of subordinates.
- Skill in evaluating the needs and conditions of the greens and determining the best course of action for their maintenance.

Physical Requirements: Task involves the frequent use of coordinative and manipulative skills in performing a variety of tasks with the full range of hand and power tools and shop equipment; or the skilled and complex operation of heavy equipment calling for adherence to exacting standards of depth, grade, dimensions and contours.

Environmental Requirements: Task may require frequent exposure to adverse environmental conditions.

Sensory Requirements: Task requires sound perception and discrimination. Task requires depth perception and discrimination. Task requires visual perception and discrimination. Task requires oral communications ability.



POSITION DESCRIPTION

TITLE: Assistant Park Ranger
DEPARTMENT: Loud Thunder or Illiniwek Forest Preserve
SUPERVISOR: Forest Preserve Park Ranger
FLSA: Non-Exempt
EMPLOYMENT STATUS: Represented Employee – AFSCME 2025A
CLASSIFICATION: Assistant Park Ranger – Grade 23

BASIC FUNCTION:

Under general direction performs a variety of responsible duties in the operation and maintenance of a forest preserve or park. Work includes patrolling the site to ensure proper maintenance and security, and considerable public contact work. The incumbent is responsible for performing maintenance duties in the maintenance and repair of grounds and public facilities. The employee and supervisor, in consultation, develop deadlines, projects and work to be done.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Patrols park property on foot or in a vehicle. Performs visual inspections of park property and facilities. Checks for maintenance and security problems.
- Duties include:
 - Issuing camping permits, inform and assist park visitors of rules and regulations, patrol grounds to insure compliance with regulations.
 - Registers and ensures the safety of visitors.
 - Responds to inquires or requests for service.
- Plans, schedules and assigns the work of subordinates in the maintenance of grounds, facilities, vehicles and equipment.
- Collects and records cash receipts, prepares deposit tickets, deposits monies and balances cash reports. Prepares and maintains various records and reports.
- Assumes responsibilities for absent subordinates as needed.
- Performs the duties and assumes the responsibilities of the Park Ranger in his absence.
- Shall assist in emergencies.

- Performs other related duties as assigned.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- A Bachelor's degree in forestry or closely related field supplemented by one year of experience in public preserve or park operation, or an equivalent combination of experience and training.
- Must have a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles and practices of forestry and parks management.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Ability to plan, assign and supervise the work of subordinates in the maintenance of grounds, facilities and equipment.
- Ability to communicate with the public tactfully and courteously.
- Ability to communicate clearly both orally and in writing.
- Ability to establish and maintain effective working relationships with others.
- Skill in the operation of grounds maintenance equipment, such as power mowers, tractors, chain saws and related equipment.

Physical Requirements: Task involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items and occasionally very heavy (100 pounds or over) items; or may involve the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls, fine and adjustments or both; or the sustained operation, on a production basis, of such devices as offset presses with associated equipment.

Environmental Requirements: Task may require frequent exposure to adverse environmental conditions.

Sensory Requirements: Task requires color perception and discrimination. Task requires sound perception and discrimination. Task requires odor perception and discrimination. Task requires depth perception and discrimination. Task requires texture perception and discrimination. Task requires visual perception and discrimination. Task requires oral communications ability.



POSITION DESCRIPTION

TITLE: Assistant Registrar
DEPARTMENT: Niabi Zoo - Administration
SUPERVISOR: Assistant Zoo Director
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

This position contributes to the success of Niabi Zoo by administering and maintaining an accurate and up-to-date database of animal records, including but not limited to acquisitions/de-acquisitions, behavioral, medical, and other related records, assisting in the application for necessary permits, assisting in maintaining a complete and organized system of electronic and physical files, providing exceptional guest experiences, and contributions to conservation and science. This position requires a close attention to detail. This position receives assignments from the Registrar and Assistant Zoo Director, who define objectives, priorities, and deadlines, and assist with unusual situations that do not have a clear precedent. This position is permanent and part-time, requiring less than 20 hours of work per week.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Assists in maintaining the Zoo's animal and institutional records database.
 - Inputs appropriate data into permanent files, including animal births, animal deaths, observations, notes, and other pertinent information.
 - Ensures data is logged in a timely and efficient manner.
 - Ensures records are continuously kept up to date, organized, and complete.
 - Utilizes the ZIMS record keeping program and paper files as needed.
 - Maintains or exceeds all AZA and USDA standards for records management.
- Assists Registrar in maintaining all applicable permits and other necessary documentation.
 - Compiles documents and completes applications as directed.
 - Maintains an orderly system for all physical files to allow easy access to any needed information.
 - Coordinates with applicable department heads for any needed information/documents as required for specific permits/licenses.

- Represents the Zoo and promotes its interests externally to the surrounding community, to zoo guests, and to agencies such as AZA and USDA as needed.
 - Represents the Zoo's position and interests in animal conservation and other issues in a well-informed, positive, and responsive manner.
 - Maintains a functional knowledge of Zoo operations and initiatives.
 - Maintains a functional knowledge of and familiarity with the Zoo's animal collection as it pertains to the necessary duties of the position.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- High School diploma, GED, or other certificate of competency. Associate's Degree or higher is preferred.
- Experience using computers in a professional capacity is required.
- Possession of a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Maintain effective working relationships with other employees and the public.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Communicate with, and respond pleasantly to, a demanding and diverse public.
- Ability to maintain a close attention to detail.
- Ability to be an effective decision-maker and problem-solver.
- Work independently with minimal supervision, and prioritize work tasks as necessary to meet deadlines.
- Knowledge in the principles and practices involved in maintaining an organized and up-to-date database of records.
- Knowledge of Business English, spelling, punctuation, and arithmetic.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Strong interest in/commitment to conservation, animals, and the natural world.

- Must be able to communicate with the public and other employees in a professional manner.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- A proficient computer operation level, including reasonable data entry speed, and proficiency in MS Office applications (word processing and database management) essential.
- Strong observation, analytical, and organizational skills and abilities.
- Critical thinking using logic and analysis to evaluate options to various situations.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

TITLE: Assistant Zoo Director
DEPARTMENT: Niabi Zoo—Zoo Animal Care & Enrichment
SUPERVISOR: Zoo Director
FLSA: Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

This position contributes to the success of Niabi Zoo by assuring the best possible care for animals in the collection, particularly as it pertains to animal care and well-being, providing exceptional guest experiences, and contributions to conservation, science, and education. Plans and directs the management of all on-site and off-site programs and operations of Niabi Zoo's animal collection in accordance with the zoo's long-range plan, especially with respect to personnel, facilities, animal, and public programs. This position receives assignments from the Zoo Director, who defines objectives, priorities, and deadlines, and assists with unusual situations that do not have a clear precedent. This position is responsible for general oversight of all Zoo departments and their respective department heads, as directed by the Zoo Director.

Supervises: Curator of Conservation & Education, Field Office Manager, Registrar, Animal Handler II, Animal Handler I, Assistant Animal Handler

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Performs administrative and management work in planning, organizing staff, and directing the operations of the animal care department.
 - Monitors department operations in order to identify and evaluate the effectiveness of zoo operations, programs, or problems that need to be addressed.
 - Solicits input from the Zoo Director, department heads, staff, and other facilities regarding the implications, effects, and development of new policies, procedures, and programs.
 - Analyzes, approves, and directs the implementation of department policies, procedures, and programs consistent with the philosophical direction and mission of the institution.
 - Communicates all necessary information to appropriate staff using email, hand-held radios, etc.
 - Works closely with the Zoo Director to implement a long-range collection plan that identifies species, breeding, communication, and research priorities.

- Networks with other zoos/facilities involved in breeding and animal management programs (SSP's, TAG's, PMP's).
- Directly supervises all full-time and part-time animal care staff.
 - Works closely with the Zoo Director to hire and select qualified department staff.
 - Oversees the training of all full-time, part-time, and seasonal Animal Care Staff positions in all aspects of animal care including diet preparation, health, and hygiene.
 - Oversees the creation of monthly work schedules for all Animal Care Staff positions.
 - Provides direction and goals for all Animal Care Staff positions.
 - Defines job duties and requirements of each animal care position, and communicates those requirements to employees and Zoo Director.
 - Sets standards for performance.
 - Evaluates departmental employee performance and counsels employees concerning strengths and weaknesses.
 - Recommends and oversees the administration of disciplinary action to improve unsatisfactory performance.
- Oversees animal care operations to include establishing objectives and priorities and directing staff activities associated with aspects of animal care, maintenance, and treatment in order to ensure all operations are performed properly and in accordance with regulations.
 - Directs the arrangement and maintenance of habitats.
 - Supervises the capture, restraint, and transportation of all animals.
 - Supervises medical care and treatment of the animal collection, in conjunction with the Veterinary Staff.
 - Maintains or exceeds all AZA and USDA standards.
 - Answers alarm and emergency calls.
- Works closely with the Zoo Director to determine the design, construction, and maintenance of all animal habitats to ensure a safe, sanitary, and aesthetically pleasing environment for visitors, employees, and animals.
 - Assists with conceptualization and preliminary designs of new exhibits and displays.
 - Assists with coordination of architects and contractors.
 - Investigates potential areas of zoo development and generates programs for implementation.
- Represents the zoo and the animal collection and promotes its interests externally, including but not limited to representation with the AZA, to local, national, and international conservation groups, the academic community, and the media.
 - Represents the zoo's position and interests in animal conservation and other issues in a well-informed, positive, and responsive manner.
 - Keeps abreast of trends, information, and emerging issues related to areas of responsibility.
 - Represents the zoo to external visitors, Board members, donors, media, visiting colleagues, etc.
- Provides general oversight of the Zoo's department heads.
 - Provides direction and goals for department heads on an as-needed basis.

- Collaborates with department heads on cross-departmental projects to ensure smooth and cohesive completion of duties.
- Consults with the Zoo Director and communicates standards of performance and deadlines on an as-needed basis to department heads.
- Collaborates with department heads to determine increased means of efficiency and productivity throughout the Zoo.
- In the absence of the Zoo Director, performs duties normally related to that position.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- Bachelor's degree in biology, zoology, or related field from an accredited college or university. Minimum five (5) years experience involving the care, handling, or training of a variety of exotic animals in a zoological institution.
- Minimum two (2) years supervisory experience.
- Experience in the care of zoo animals may be substituted for the required education on a year-for-year basis.
- Possession of an appropriate, valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Knowledge of the principles, practices, and methods employed in modern municipal zoo operations.
- Knowledge of the equipment used in modern zoo operations.
- Knowledge of the principles and techniques of zoo keeping including collection, diet, housing, exhibition, and breeding of animals.
- Knowledge of elephant husbandry and foot care.
- Knowledge in the principles and practices involved in the training of a variety of zoo animals.
- Ability to establish and maintain effective working relationships with staff, Niabi Zoological Society board members, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.

- Ability to plan, assign, and direct the activities of a large group of diverse employees performing a variety of animal care, veterinary care, educational, and construction activities.
- Ability to identify needs for staff development programs and to establish and implement effective employee relations.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical, and organizational skills and abilities.
- Proficiency in MS Office applications (word processing and database management) essential.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

POSITION TITLE: Assistant Zoo Keeper

DEPARTMENT: Animal Programs

JOB RELATIONSHIPS:

Reports to: Assistant Director

Supervises: N/A

BASIC FUNCTION: This position contributes to the success of Niabi Zoo by assuring the best possible care and welfare for animals in the collection, particularly as it pertains to daily animal care and well-being, demonstrating excellent observation and communications skills, providing exceptional guest experiences, and contributions to conservation, science, and education. Under general supervision performs a variety of responsible manual and maintenance duties in the care and treatment of animals in a scientific Zoological Institute. Incumbent provides daily husbandry for the animals, assist in observation, training, enrichment, general maintenance duties in the upkeep of animal enclosures and zoo grounds. The employee receives continuing or individual assignments from the supervisor, generally indicating work to be done, limitations, quality and quantity expected deadlines and priority of assignments. This position receives assignments from the Animal Handler I, II and/or Assistant Director who defines objectives, priorities, and deadlines, and assists with unusual situations that do not have a clear precedent.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Assists in the daily husbandry of animals in a scientific, zoological setting.
2. Observes condition, health and behavior of animals and their environments.
 - a. Assist in the provision of medical treatment for animals per the prescribed veterinary protocols.
 - b. Prepare animal diets and supplements.

- c. Maintain safe and clean environments.
 - d. Observe and Practice Safety at all times.
3. Service animal enclosures as needed following zoological protocols.
 - a. Assist with daily cleaning, and disinfecting of animal enclosures, food/water areas and rest areas.
 - b. Perform general maintenance and horticulture tasks of zoo grounds and animal habitats.
 - c. Secures animal enclosures as appropriate.
4. Respond to inquiries from fellow animal keepers and provide assistance as needed.
5. Assist in stocking all animal related supplies.
 - a. Assist in loading and unloading of deliveries.
 - b. Operate trucks and/or other automobiles (must have valid Driver's License)
6. Represents the zoo and the animal collection and promotes its interests externally.
 - a. Represents the zoo's position and interests in animal conservation and other issues in a well-informed, positive, and responsive manner.
 - b. Keeps abreast of trends, information, and emerging issues related to areas of responsibility.
 - c. Represents the zoo to external visitors, board members, donors, visiting colleagues, etc.
7. Performs other related duties as assigned.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- Must have obtained or be in pursuit of bachelor's degree in Zoology or related biology field supplemented by one year of experience involving the care, handling and training of a variety of animals, or an equivalent combination of experience and training.
- Must have an appropriate, valid driver's license.

Competency and Knowledge Requirements

- Knowledge of the principles, practices, and methods employed in a modern scientific zoological facility.
- Knowledge of the principles and techniques of zoo keeping including collection, diet, housing, exhibition, and breeding of animals.
- Knowledge of departmental practices, policies, and procedures.
- Ability to establish and maintain effective working relationships with staff, Niabi Zoological Society board members, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.

- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical, and organizational skills and abilities.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays as needed.
- Ability to perform duties in occasionally unpleasant surroundings.

Physical Requirements

Position involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items and occasionally very heavy (100 pounds or over) items; or may involve the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls, fine adjustments or both; or the sustained operation such as keyboard or adding equipment.

Environmental requirements

Position may require frequent exposure to adverse environmental conditions.

Sensory Requirements

Position requires color perception and discrimination. Position requires sound perception and discrimination. Position requires taste perception and discrimination. Position requires odor perception and discrimination. Position requires depth perception and discrimination. Position requires texture perception and discrimination. Position requires visual perception and discrimination. Position requires oral communications ability.

Medical Requirements Proof of a negative TB test



POSITION DESCRIPTION

<u>TITLE:</u>	Carousel
<u>DEPARTMENT:</u>	Niabi Zoo
<u>SUPERVISOR:</u>	Guest Services Manager
<u>FLSA:</u>	Non-Exempt
<u>EMPLOYMENT STATUS:</u>	At-Will

BASIC FUNCTION:

Under the direction of the Guest Service Manager or Field Office Manager, Guest Services Attendants perform a variety of duties in providing guest services in particular operations and assistance to visitors and in some instances other staff members of the Niabi Zoo Team. Guest Services Attendants should perform all job assignments with a positive attitude that reflects the Niabi Zoo's mission and values, and must be committed to providing exceptional customer service to each guest who enters the zoo by actively engaging in meaningful guest encounters.

This position promotes and fulfills the zoo's mission by performing the daily operations of the guest service areas of Niabi Zoo. These particular areas and the staff who service them are the main points of contact for all zoo visitors and staff should seek to provide clear, consistent and direct zoo related information and general assistance with exceptional customer service.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- **Guest Services/General:**
 - Provides exceptional customer service.
 - Actively engages in meaningful guest encounters.
 - Responsible for learning about zoo operations, history, events and animal collection in order to provide guests with accurate information.
 - Provides information to the public in person or on the phone including, but not limited to: zoo hours of operation, prices/fees, regulations, programs, exhibits, special events, classes, directions, lost and found items, and zoo animal collection.

- Answering the phone, directing calls and taking messages.
- Attempts to rectify visitor disputes, complaints and issues as appropriate.
- Monitors and uses zoo-wide two-way radio communications, and uses zoo-wide public address system.
- Promoting zoo programs and events including, but not limited to: ADOPT, memberships, educational camps and classes, Boo at the Zoo, Pints for Preservation, Zoofari, and Members Only Night.
- Ensures a safe environment for visitors, staff, and volunteers; monitors key areas and entrances and reports safety concerns to a supervisor in a timely manner.
- Directing deliveries, shipments and salespeople.
- Maintains a clean work environment, and assists with the general cleanliness of zoo common areas.

- **Carousel:**
 - Provides exceptional customer service.
 - Assists in making sure all the machines around the carousel area are working and if not reports it to supervisor.
 - Cleans and organizes the carousel and storage areas.
 - Operates the carousel.
 - Assists with the opening and closing procedure of the carousel station.
 - Assists with supervising the loading and unloading of passengers, enforcing safety rules.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Must be 16 years of age
- Must have a valid driver's license
- Must have reliable transportation to/from workplace

Competency and Knowledge Requirements:

- Customer service oriented
- Enthusiastic, outgoing personality
- Comfortable actively engaging visitors in meaningful encounters
- Enjoy working with and serving diverse populations
- Ability to establish and maintain effective working relationships with supervisors, co-workers, volunteers and the public
- Ability to be a contributing and productive "team member"
- Ability to understand and follow oral and written instructions

- Ability to work safely, recognize safety hazards and apply proper safety precautions
- Willingness to learn about general zoo operations
- Ability to take direction yet work independently
- Willingness to perform a wide variety of tasks
- Detail Oriented
- Self-motivated
- Ability to learn quickly
- Ability to have scheduling flexibility (must accommodate special events), work weekends, and holidays.
- Ability to remain calm and courteous with demanding/difficult guests and/or situations
- Reliable and punctual attendance habits
- Be interested and enthusiastic about the zoo

Competency and Knowledge Requirements:

- Basic computer knowledge and familiarization with Microsoft products
- Understanding of and ability to use basic cash handing principles
- Excellent customer service skills



POSITION DESCRIPTION

TITLE: Clubhouse Manager
DEPARTMENT: Indian Bluff Golf Course
SUPERVISOR: Forest Preserve District Director
FLSA: Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

Work involves ensuring that all aspects of the District's golf course clubhouse at Indian Bluff Golf Course is properly managed and maintained according to District standards. The position is responsible for the planning, budgeting and coordinating with the Golf Course Supt. for scheduling of all play on the course, customer relations, the concession and merchandise operations for the clubhouse, minor janitorial and building care, collection and deposit of fees, and recommendations for general improvement plans for the golf course. This position oversees the work of part-time seasonal employees and volunteers to ensure successful performance of assigned job duties and responsibilities. Work is performed with considerable independence in judgment and decision making within established District policies and procedures. This position reports directly to the Forest Preserve Director and Forest Preserve Committee for successful performance of assigned duties.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Plan, organize, coordinate and supervise the operations of Indian Bluff Golf Course Clubhouse.
- Interview, hire, train, supervise and evaluate the performance of staff and volunteers.
- Recruit, coordinate, organize and oversee all course activities and promotions; tee times, leagues, outings, tournaments and all other special events.
- Oversees all aspects of the clubhouse concessions and merchandise, snack shack, vending machines.
- Develop and implement contracts for concessions and pro shop merchandise. Purchase all other supplies needed for successful operation.
- Prepare and implement golf course clubhouse operations budget.

- Supervise and participate in janitorial maintenance activities of golf course clubhouse; clean concession equipment, floors, bathrooms, showers, work and public areas.
- Responsible for the daily maintenance of the golf cart fleet.
- Responsible for maintaining the petty cash account for clubhouse purchases.
- Responsible for the scheduling of the outing and picnic shelter area.
- Responsible for Indian Bluff website and all other social media pertaining to Indian Bluff Golf Course.
- Responsible for collection and deposit of all fees.
- Responsible for the marketing and promotion of the golf course and activities.
- Participates in public relations activities with the golfing public and resolves complaints.
- Develops and proposes policies and procedures, facilities rules for the Forest Preserve Director and Committee.
- On call for emergency situations involving the clubhouse; clubhouse security system.
- Monthly reports to the Director and Forest Preserve Committee.
- Communicates daily with the Golf Course Superintendent regarding course conditions, playability, and maintenance of facilities.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Graduation from an accredited college or university with course work in PGA golf management, recreation administration, sports management, business administration or closely related field preferred in addition to three years of experience in golf course retail operations in a supervisory role or any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.
- Ability to obtain within three months of hire an Illinois Food Service Sanitation Manager Certification.
- Possession of a valid driver's license
- Completion of Professional Golfers Association School of golf is desirable.

- Must be able to pass a pre-employment physical, drug screen and background check.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- High level of organizational and time management skills.
- Ability to work in an environment with frequent interruptions.
- Creativity and initiative to provide new approaches to problems.
- Strong verbal and written skills for effective internal and external communications.
- Strong verbal communications skills required to effectively communicate with public and District staff.
- Maintaining interpersonal relationships which encourage openness, candor and trust, both internally and outside the District.
- General office procedure knowledge.
- Ability to use effective reasoning and deductive skills.
- Maintains current knowledge of technological advances in field.
- Ability to analyze situation accurately and adopt an effective course of action.
- Knowledge of food health and safety regulations and procedures.
- Knowledge of the rules and regulations for playing golf.
- Knowledge of modern management methods and practices.
- Knowledge of retail operations.
- Knowledge of providing customer service and evaluation of customer satisfaction.
- Ability to plan, assign, direct and evaluate the work of subordinates.
- Skill in evaluating the market conditions for a round of golf.
- Ability to maintain accurate records and files of confidential information.

- Ability to organize and prioritize work.
- Ability to effectively plan and control various tasks, including meeting established budgetary requirements.
- Ability to effectively communicate District's standards and policies.
- Acceptance of personal inconvenience for attainment of District's goals.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

<u>TITLE:</u>	Curator of Conservation and Education
<u>DEPARTMENT:</u>	Niabi Zoo – Zoo Programs & Special Events
<u>SUPERVISOR:</u>	Zoo Director, Assistant Zoo Director
<u>FLSA:</u>	Exempt
<u>EMPLOYMENT STATUS:</u>	At-Will

BASIC FUNCTION:

This position contributes to the success of Niabi Zoo by developing and administering a progressive education program, coordinating education-oriented special events and activities, coordinating the volunteer and internship programs, overseeing staff training and education, providing exceptional guest experiences, and contributions to conservation and science. This position is responsible for participating in and overseeing tasks performed by the Education Center staff and volunteers, and ensuring quality of work performed. This position receives assignments from the Zoo Director and Assistant Zoo Director, who define objectives, priorities, and deadlines, and assist with unusual situations that do not have a clear precedent.

Supervises: Zoo Education Assistants, Zoo Volunteers

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Performs administrative and management work in planning, organizing staff, and directing the operations of the Conservation & Education department.
 - Monitors department operations in order to identify and evaluate the effectiveness of departmental operations, programs, or problems that need to be addressed.
 - Solicits input from the Zoo Director, Assistant Director, department heads, staff, and other facilities regarding the implications, effects, and development of new policies, procedures, and programs.
 - Analyzes, approves, and directs the implementation of department policies, procedures, and programs consistent with the philosophical direction and mission of the institution.
 - Communicates all necessary information to appropriate staff using email, hand-held radios, etc.
 - Works closely with the Zoo Director and Assistant Zoo Director to implement a long-range staff training and education plan that is inclusive of both safety training and continuing education opportunities.

- Responsible for the creation of monthly work schedules for all Conservation & Education Department positions.
 - Provides direction and goals for all Conservation & Education Department positions by defining job duties, requirements, and standards of performance and communicating those requirements to employees and Zoo Administration.
 - Evaluates departmental employee performance and counsels employees concerning strengths and weaknesses, recommending and overseeing disciplinary action to improve unsatisfactory performance as needed.
- Directly supervises all education programming.
 - Develops curricula and messaging for all zoo education programming and signage, including regular updates with the most up-to-date sciences and facts.
 - Trains Zoo Educators on developed curricula, instruction methods, zoo information, and other relevant information.
 - Coordinates with Assistant Zoo Director and Animal Handler II positions to develop consistent education messaging for outreach education programs and “keeper chats”.
 - Initiates, develops, and supervises the creation and publishing of education materials, teacher’s guides, educational brochures, and curriculum materials.
 - Collects and correlates data relative to zoo education operations, specimen characteristics, animal artifacts, magazine articles, books, periodicals, photographs and slides, videotapes and other pertinent materials.
 - Schedules outreach education programming and coordinates with Zoo Educators to ensure clear communication and effective education presentations.
- Coordinates and develops the Zoo’s conservation activities and programs.
 - Oversees the Zoo’s involvement and support of both in situ and ex situ conservation efforts.
 - Investigates new opportunities to further expand the Zoo’s role in conservation on local, regional, national, and global scale.
 - Manages the Quarters for Conservation program, ensuring the timely and prudent investment of the Zoo’s financial conservation contributions.
 - Develops and implements a program of environmentally responsible practices within daily zoo operations.
 - Coordinates and leads both the Zoo’s Conservation Committee and Green Team through regular meetings and effective communication.
- Directly supervises zoo staff training and education.
 - Oversees the training of all full-time, part-time, and seasonal staff positions in all aspects of zoo policy, safety-related education, and ongoing staff development through continued education opportunities.
 - Develops and administers curricula on training topics.
 - Coordinates with other department heads to ensure thorough and accurate training of their respective staff members.
 - Develops and implements a training and education plan for all zoo employees.
 - Plans and schedules staff development opportunities, such as conferences and hands-on experience at other facilities, in coordination with respective department heads.
 - Ensures necessary training and drills are conducted regularly and as needed.

- Maintains records of all training, education, and safety drills.
- Manages all zoo volunteer activities
 - Recruits and retains a vibrant and diverse volunteer corp.
 - Trains and educates volunteers on relevant zoo curricula and safety policies as appropriate.
 - Schedules and coordinates all volunteer activity within the Zoo and its related functions.
 - Develops and manages an engaging volunteer recognition program.
- Represents the zoo and promotes its interests externally, including but not limited to representation with the AZA, to local, national, and international conservation groups, the academic community, and the media.
 - Represents the zoo's position and interests in animal conservation and other issues in a well-informed, positive, and responsive manner.
 - Keeps abreast of trends, information, and emerging issues related to areas of responsibility.
 - Represents the zoo to external visitors, Board members, donors, media, visiting colleagues, etc.
 - Establishes and maintains working relationships with a variety of agencies including Western Illinois University, Augustana College, St. Ambrose University, and local school districts.
 - Provides zoological expertise and programming for community groups such as Boy Scouts, Girl Scouts, 4H, Kiwanis, and Quad City Conservation Alliance.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- Bachelor's degree in biology, zoology, education, or related field from an accredited college or university. Strong background in conservation initiatives or programming is preferred.
- Minimum three (3) years' experience involving the education and training of guests, staff, and volunteers in a zoological institution, aquarium, museum, or related facility.
- Possession of an appropriate, valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles, practices, and methods of education employed in modern municipal zoo operations.
- Knowledge in the principles and practices involved in modern instructional techniques for a variety of age ranges and education levels.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.

- Ability to establish and maintain effective working relationships with staff, Niabi Zoological Society board members, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Ability to plan, assign, and direct the training and education activities of a large group of diverse employees.
- Ability to identify needs for staff development programs and to establish and implement effective employee relations.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical, and organizational skills and abilities.
- Proficiency in MS Office applications (word processing and database management) essential.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

TITLE: Field Office Manager
DEPARTMENT: Niabi Zoo - Administration
SUPERVISOR: Assistant Zoo Director
FLSA: Non-Exempt
EMPLOYMENT STATUS: Represented Employee – AFSCME 2025A
CLASSIFICATION: Field Office Manager-Niabi Zoo – Grade 20

BASIC FUNCTION:

Under general supervision of the Zoo Director performs responsible supervisory work in planning and directing administrative, clerical support and seasonal staff activities. Work involves the direct supervision of subordinates performing assigned financial, clerical, secretarial, volunteer and other staff activities. An employee of this class exercises initiative, independent judgment and discretion in the performance of assigned duties. Within general policies, procedures and regulation, the employee is expected to develop and refine work programs, procedures and priorities for staff. In addition, This position is also required to perform the duties equivalent to a registrar of animal records and inventory, including: management of the Animal Records Database, ensuring the maintenance and quality of animal records for use in the management and development of husbandry and breeding programs, preparation of scientific publications, and provisions of data for cooperative ventures at both the regional and international level. Serving as a liaison and information source to other departments and organizations. Maintains and ensures that all regulatory permits and applications are kept current, and all compliance needs are met.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Plans, organizes and directs the activities of a clerical or administrative support group.
- Advertise the annual posting for seasonal hiring. Organizes the application process, schedules and conducts the interviews in regards to the hiring of seasonal staff.
- Develops and coordinates seasonal staff schedules. Oversees seasonal staff daily activities and initiates corrective behavior.
- Collects and records cash receipts, prepares deposit tickets, deposits monies, balances cash reports; disburses monies for cash drawer setup, supply expense, ticket expense and other expenses incurred in general maintenance and administration of area.

- Develops, modifies or recommends initiation of office procedures; develops and updates procedural statements and manuals for staff and volunteers; initiates correspondence with little or no direction.
- Prepares inventories, audits grounds, and engages in light maintenance activities with staff and volunteers.
- Assumes responsibilities for absent subordinates as needed.
- Compiles and prepares a variety of reports; conduct special projects and assignments with/for staff and volunteers
- Monitors collection activity for compliance with policy and procedure and advises Director of problems and progress. Prepares reports on collections activity and management to the Director and other institutional officials as scheduled.
- Sets procedures for domestic and international shipments of live animals, parts and products. Checks legal regulations and zoo policies for compliance, directs document preparation, logistics planning, and scheduling for animal shipments.
- Develops and directs the collection and maintenance of an inventory of the zoo's animal collection, and records of daily transactions including, shipments, births, deaths, and biological statistics (age, weight, reoccurring events – such as annual health examinations).
- Administration of the zoo's animal records database – ZIMS (zoological information management system), including coordinating access accounts for animal, veterinary and administrative staff.
- Shall assist in emergencies.
- Performs other related duties as assigned.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- Complete a minimum of four years college level courses, with emphasis in a business related field, supplemented by a minimum one year of office experience involving bookkeeping, or an additional year's experience as a supervisor. Or a minimum of five year's work related experience with emphasis on the knowledge, abilities and skills listed below, including at least one year of experience involving bookkeeping and two years functioning at a supervisory level, in exchange for college experience.
- Must have an appropriate, valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles and methods of office management and of modern office procedures, systems and equipment.
- Considerable knowledge of and ability to use personal computers and related software.
- Knowledge of Business English, spelling, punctuation and arithmetic.
- Knowledge of basic supervisory principles and practices.
- Knowledge of bookkeeping principles and practices and cash management.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Ability to establish priorities, delegate responsibilities and supervise the work of a staff of subordinates or volunteers engaged in a variety of functions.
- Ability to supervise the organization and maintenance of records systems, to assemble and organize complex data, and to prepare or supervise the preparation of reports from such records.
- Ability to establish and maintain effective working relationships with subordinate employees, other supervisors, outside contacts, volunteers and the public.
- Ability to communicate effectively, orally and in writing.

Physical Requirements: Task involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items; or may involve the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls, fine adjustments or both; or the sustained operation such as keyboard or adding equipment.

Environmental Requirements: Task may require frequent exposure to adverse environmental conditions.

Sensory Requirements: Task requires visual perception and discrimination. Task requires oral communications ability.



POSITION DESCRIPTION

POSITION TITLE: Field Trip Coordinator (Seasonal)

DEPARTMENT: Administration

JOB RELATIONSHIPS:

Reports to: Field Office Manager, Guest Services Manager, Assistant Zoo Director
Supervises: N/A

BASIC FUNCTION: This position contributes to the success of Niabi Zoo by assisting teachers, counselors, group leaders with the planning, ticket preparation and field trip day of needs. Under general supervision performs a variety of customer service duties to enhance the customer's experience. The employee receives continuing or individual assignments from the supervisor. This position also is under Assistant Zoo Director, who assists with unusual situations that may arise.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Primary contact person for all field trips via email, phone and onsite.
2. Register all field trips in a timely manner using the POS ticketing system.
3. Prepares invoices and bills related to field trips.
4. Collect and process payments including cash, credit cards and checks.
5. Sells general admission tickets, rides and issues appropriate change.
6. Engage guests in a friendly and positive manner and ensures overall visitor satisfaction.
7. Provides friendly and professional customer service to all zoo guests and fellow staff members at all times.

8. Provide guests with general information about Niabi Zoo, regarding zoo hours of operation, pricing and fees, regulations, special events and directions.
9. Operate the computer based ticketing system.
10. Respond to inquiries from coworkers and provides assistance as needed.
11. Perform other related duties as assigned.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- Must have a High School diploma or working towards one.
- Must be at least 16 years of age.
- Must have a valid driver's license.

Competency and Knowledge Requirements

- Must be able to perform basic math.
- Must have excellent communication and organizational skills.
- Must have the ability to multitask.
- Must be literate in Microsoft Word, Microsoft Excel and Outlook.
- Must be dependable, courteous and able to work with people of all ages.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Ability to educate guests on a variety of topics.
- Knowledge of departmental practices, policies, and procedures.
- Ability to establish and maintain effective working relationships with staff, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical and organizational skills and abilities.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays as needed.
- Ability to perform duties in occasionally unpleasant surroundings

Physical Requirements

Position involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items

Environmental requirements

Position may require frequent exposure to adverse environmental conditions.

Sensory Requirements

Position requires color perception and discrimination. Position requires sound perception and discrimination. Position requires taste perception and

discrimination. Position requires odor perception and discrimination. Position requires depth perception and discrimination. Position requires texture perception and discrimination. Position requires visual perception and discrimination. Position requires oral communications ability.



POSITION DESCRIPTION

TITLE: Forest Preserve Administrative Assistant
DEPARTMENT: District Administration
SUPERVISOR: Forest Preserve Director
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

Works proactively with the Forest Preserve Commission and District personnel while keeping employee privacy laws in mind at all times. The primary functions of this position is the possession of a vast knowledge of all District policies and procedures, ability to communicate (both orally and written), accounting principles and practices, and computer skills. Performs secretarial and administrative duties for the Forest Preserve District Director, Forest Preserve District President, and Forest Preserve District routinely. An employee of this class exercises initiative, independent judgment and discretion in the performance of assigned duties.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Manages the Forest Preserve Office on a daily basis, which consists in part of all normal activities such as phone, mail, filing, arrangement of appointments and meetings for the Director, Forest Preserve President, and Forest Preserve Commission.
- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Submits claims for payment; works with inside and outside auditors ensuring claims are appropriated correctly.
- Prepares and posts agendas as required; compiles meeting packets. Scans meeting materials and ensures all are accurately posted online both before and after meetings.
- Prepares reports and documents for review and authorization.

- Takes minutes of Forest Preserve Committee, Subcommittee or Special Committees involving business of the District.
- Manages and/or notifies Director, Forest Preserve President, and Forest Preserve Committee Members of monthly and special meetings, duties and activities.
- Regularly communicates with Rock Island County Department Heads and Elected Officials regarding District business and activities.
- Answers written, telephone and in-person inquires from the Forest Preserve Commission, District staff and the public and provides information regarding departmental and District procedures.
- Responsible for licenses and permits required for legal operation of the preserves. This entails communication with the Department of Labor, Department of Agriculture, Secretary of State, Liquor Control Commission of the State and Rock Island County and Bureau of Alcohol, Tobacco and Firearms.
- Submits documents to local and state offices as required.
- Assists the Director and department heads with cost reduction opportunities such as joint purchasing.
- Maintains bid documents and files for the District.
- Assists with advertisement of bids and required postings and ensures that the postings are correct and timely.
- Collects and distributes payroll to department heads in the absence of the Director.
- Knowledge of the “Freedom of Information Act” and “Open Meetings Act” statutes. Ensures the District is compliant at all times.
- Discretionary responsibility is required as well as strict confidentiality in many instances.
- Develops, modifies or recommends initiation of office procedures; develops and updates procedural statements and manuals for staff; initiates correspondence with little or no direction.
- Compiles and prepares a variety of reports; conduct special projects and assignments with/for staff.
- Serves as a liaison and information source to other departments and organizations.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Complete a minimum of two years college level courses, with emphasis in a business related field, supplemented by a minimum one year of office experience involving accounting, or an additional year's experience as a supervisor or office manager. Or a minimum of three years work related experience with emphasis on the knowledge, abilities and skills listed above, including at least one year of experience involving accounting and two years functioning at a supervisory level, in exchange for college experience.
- Bachelor's Degree in related area preferred.
- Must have a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have demonstrated excellence in all areas of computer operations including (but not limited to) word processing and spreadsheet software, ability to use Window based software, shorthand of at least 80 words per minute or demonstrated ability to accurately take dictation of minutes of all meetings as required pertinent to the position.
- Knowledge of the principles and methods of office management and of modern office procedures, systems and equipment.
- Considerable knowledge of and ability to use personal computers and related software.
- Knowledge of Business English, spelling, punctuation and arithmetic.
- Knowledge of general accounting principles and practices and cash management.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Ability to establish priorities and work independently.
- Ability to supervise the organization and maintenance of records systems, to assemble and organize complex data, and to prepare or supervise the preparation of reports from such records.
- Ability to establish and maintain effective working relationships with subordinate employees, other supervisors, outside contacts, and the public.
- Ability to communicate effectively, orally and in writing.
- Acceptance of personal inconvenience for attainment of District's goals.

- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

POSITION DESCRIPTION

TITLE: Forest Preserve Director
DEPARTMENT: District Administration
SUPERVISOR: Forest Preserve Commission President
FLSA: Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

Performs professional work overseeing a range of administrative functions such as: policies, programs and practices, planning, organizing, developing, implementing, coordinating and directing of daily operations. The main responsibility of the Forest Preserve Director is to oversee all departments of the Forest Preserve District, with an emphasis on budgets, personnel and implementing and/or managing projects assigned by the Forest Preserve President and Commission.

Organizational Relationships:

- Reports to: Forest Preserve Commission President
- Supervises: **Direct:** Loud Thunder Park Ranger, Illiniwek Park Ranger, Zoo Director, Administrative Assistant, Golf Course Superintendent, and Clubhouse Manager
Indirect: Assistant Zoo Director, Curator of Conservation & Education, Maintenance Superintendent, and Field Office Manager.
- Works with: Forest Preserve Committee, Forest Preserve Commission, community agencies and professional associations.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Plans, directs and supervises department personnel, programs and activities; oversees use and maintenance of District's parks and facilities.
- Develops District budgets, appropriation ordinances, and levy assessment ordinances.
- Monitors and controls approved funds and ensures expenditures comply with District purchasing policies and procedures.
- Prepares transfers of appropriations and resolutions for necessary budget adjustments.
- Conducts community needs assessments for developing short and long range planning for the District.

- Evaluates the adequacy and condition of parks, facilities and equipment; recommends and secures approved improvements, repairs or replacements.
- Prepares RFP's and other bid notices, reviews and recommends operational service agreements for the District.
- Develops and implements strategies to increase awareness of the District's mission, participation and use of the District's facilities.
- Consults with the District's Attorney and Forest Preserve President concerning contract issues and employee discipline as necessary.
- Develops policies and procedures for District operations for approval to the Forest Preserve Committee.
- Consults with District Attorney and Forest Preserve President regarding legal issues concerning the District.
- Prepares and reviews monthly reports for accuracy and trends, and presents to the Forest Preserve Committee.
- Researches and applies for applicable grants.
- Works with other agencies regarding compliance with laws/procedures i.e. OSHA, Department of Labor, external auditors.
- Maintain and build positive interpersonal relationships and partnerships which encourage openness, candor and trust, both internally and outside the District.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- Bachelor's degree in Business Administration, Public Park & Recreation Administration, Leisure Management or closely related field from an accredited college or university with a minimum of five years of supervisory experience required. Any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities to successfully perform the duties required of this position.
- Certified Park & Recreation Professional preferred.
- Possession of a valid driver's license.
- Maintain residence within Rock Island County within 6 months of employment.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to formulate plans or respond to situations when no guidelines or precedent exists.
- Demonstrate creativity and initiative to provide new approaches to problems.
- Maintain effective working relationships with other employees and the public.
- Strong interest and commitment to conservation and recreation.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Communicate with, and respond pleasantly to, a demanding and diverse public.
- Ability to maintain a close attention to detail.
- Ability to be an effective decision-maker and problem-solver.
- Knowledge of general office and business procedures.
- Knowledge of and experience in promoting leisure and/or parks and recreation services.
- Knowledge of park and facility maintenance.
- Knowledge of natural resource management.
- Knowledge of golf course operations.
- Knowledge of Zoological/cultural institution operations.
- Knowledge of Illinois and Federal conservation laws and practices.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- High level of organizational and time management skills; effective planning and controlling of various projects, including meeting established budgetary requirements.
- Must be able to communicate with the public and other employees in a professional manner.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical, and organizational skills and abilities.
- Critical thinking using logic and analysis to evaluate options to various situations.
- Acceptance of personal inconvenience for attainment of District's goals.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

POSITION DESCRIPTION

TITLE: Gift Shop
DEPARTMENT: Niabi Zoo
SUPERVISOR: Guest Services Manager
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

Under the direction of the Guest Service Manager or Field Office Manager, Guest Services Attendants perform a variety of duties in providing guest services in particular operations and assistance to visitors and in some instances other staff members of the Niabi Zoo Team. Guest Services Attendants should perform all job assignments with a positive attitude that reflects the Niabi Zoo's mission and values, and must be committed to providing exceptional customer service to each guest who enters the zoo by actively engaging in meaningful guest encounters.

This position promotes and fulfills the zoo's mission by performing the daily operations of the guest service areas of Niabi Zoo. These particular areas and the staff who service them are the main points of contact for all zoo visitors and staff should seek to provide clear, consistent and direct zoo related information and general assistance with exceptional customer service.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- **Guest Services/General:**
 - Provides exceptional customer service.
 - Actively engages in meaningful guest encounters.
 - Responsible for learning about zoo operations, history, events and animal collection in order to provide guests with accurate information.
 - Provides information to the public in person or on the phone including, but not limited to: zoo hours of operation, prices/fees, regulations, programs, exhibits, special events, classes, directions, lost and found items, and zoo animal collection.
 - Answering the phone, directing calls and taking messages.
 - Attempts to rectify visitor disputes, complaints and issues as appropriate.
 - Monitors and uses zoo-wide two-way radio communications, and uses zoo-wide public address system.

- Promoting zoo programs and events including, but not limited to: ADOPT, memberships, educational camps and classes, Boo at the Zoo, Pints for Preservation, Zoofari, and Members Only Night.
- Ensures a safe environment for visitors, staff, and volunteers; monitors key areas and entrances and reports safety concerns to a supervisor in a timely manner.
- Directing deliveries, shipments and salespeople.
- Maintains a clean work environment, and assists with the general cleanliness of zoo common areas.

- **Gift shop:**
 - Provides exceptional customer service.
 - Operates Point of Sale (POS) terminal for sales relating to merchandise and special events; includes handling the exchange of payment types, maintaining a cash drawer, and completing daily paperwork.
 - Assists in receiving, pricing and stocking of store inventory.
 - Maintains familiarization of merchandise to better assist guests with purchases.
 - Cleans and organizes gift shop and store room areas.
 - Assists in the areas of inventory, loss prevention, and merchandising.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Must be 16 years of age
- Must have a valid driver's license
- Must have reliable transportation to/from workplace

Competency and Knowledge Requirements:

- Customer service oriented
- Enthusiastic, outgoing personality
- Comfortable actively engaging visitors in meaningful encounters
- Enjoy working with and serving diverse populations
- Ability to establish and maintain effective working relationships with supervisors, co-workers, volunteers and the public
- Ability to be a contributing and productive "team member"
- Ability to understand and follow oral and written instructions
- Ability to work safely, recognize safety hazards and apply proper safety precautions
- Willingness to learn about general zoo operations
- Ability to take direction yet work independently
- Willingness to perform a wide variety of tasks
- Detail Oriented
- Self-motivated
- Ability to learn quickly
- Ability to have scheduling flexibility (must accommodate special events), work weekends, and holidays.
- Ability to remain calm and courteous with demanding/difficult guests and/or situations
- Reliable and punctual attendance habits

- Be interested and enthusiastic about the zoo

Competency and Knowledge Requirements:

- Basic computer knowledge and familiarization with Microsoft products
- Understanding of and ability to use basic cash handling principles
- Excellent customer service skills

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POSITION DESCRIPTION

TITLE: Golf Course Superintendent
DEPARTMENT: Indian Bluff Golf Course
SUPERVISOR: Forest Preserve District Director
FLSA: Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

Work involves ensuring that the District's golf course and grounds, Indian Bluff, is properly maintained according to established standards and is ready for play. The position is responsible for the planning, budgeting and coordinating of equipment maintenance, building and grounds care and general improvement plans for the golf course. This position reports directly to the Forest Preserve Director and Forest Preserve Committee for successful performance of assigned duties. This position oversees the work of full-time, part-time and seasonal golf course maintenance employees to ensure successful performance of assigned job duties and responsibilities. Work is performed with considerable independence in judgment and decision making within established District policies and procedures.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Plan, organize, coordinate and supervise the maintenance and operations of Indian Bluff Golf Course facilities and grounds.
- Monitor, adjust and inspect irrigation of the golf course; inspection of greens, tees and fairways.
- Train, supervise and evaluate the performance of assigned staff; prioritize, assign and oversee facilities and ground maintenance activities; coordinate the work for special projects, activities and tournaments as necessary.
- Develop and implement contracts for major maintenance activities at the golf course, including renovations, capital outlays, special projects and routine maintenance.
- Prepare golf course maintenance and operation budget.
- Supervise and participate in maintenance activities of golf course buildings, signs, fences, turf and other facilities; treat turf diseases, weeds and insects.

- Supervise and participate in the maintenance and operations of various golf course equipment; arrange for repair and maintenance of equipment as necessary.
- Responsible for maintenance and upkeep of picnic areas.
- Maintains records of all maintenance section activities; records expenditures to maintain status; prepares journal entry for chemical and fertilizer applications.
- Plans and establishes schedules for major maintenance and repair work such as aerating greens and maintaining the irrigation systems. Mows, rakes, over seeds and fertilizes turf.
- Repairs small machinery and operates District vehicles in the maintenance of greens, holes, collars, approaches, fairways, roughs, tees, traps and fences.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Graduation from an accredited college or university with a Degree or Certificate in Golf Course Maintenance Management, Turf Management, Horticulture or closely related field in addition to five years of experience in golf course operation in a supervisory role or any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.
- Possession of a valid driver's license.
- Possession or the ability to obtain a Pesticide Applicator's License.
- Must be able to pass a pre-employment physical, drug screen and background check.
- Maintain residence within Rock Island County within 6 months of employment.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Possess a high level of organizational and time management skills.
- Ability to work in an environment with frequent interruptions.
- Creativity and initiative to provide new approaches to problems.
- Strong verbal and written skills for effective internal and external communications.
- Strong verbal communications skills required to effectively communicate with public and District staff.

- Ability to maintain interpersonal relationships which encourage openness, candor and trust, both internally and outside the District.
- Knowledge of general office procedures.
- Ability to use effective reasoning and deductive skills.
- Maintains current knowledge of technological advances in field.
- Ability to analyze situation accurately and adopt an effective course of action.
- Knowledge of methods, materials and practices of applying fertilizers, pesticides and herbicides to control weeds and pests.
- Knowledge of health and safety regulations and procedures.
- Ability to operate, maintain and repair the irrigation system.
- Ability to accurately maintain records and files of confidential information.
- Ability to organize and prioritize work.
- Effective planning and controlling of various projects, including meeting established budgetary requirements.
- Effective communication of District standards and policies.
- Knowledge of the rules and regulations for playing golf.
- Knowledge of golf course maintenance methods, practices and equipment.
- Knowledge of chemicals and fertilizers utilized in turf maintenance.
- Knowledge of modern management methods and practices.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Ability to plan, assign, direct and evaluate the work of subordinates.
- Skill in evaluating the needs and conditions of the greens and determining the best course of action for their maintenance.
- Acceptance of personal inconvenience for attainment of District's goals.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

- Ability to provide oral and written reports to the Forest Preserve Director, Forest Preserve Committee/Board as appropriate.
- Ability to work within an established budget for the Department

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

TITLE: Greens Keeper
DEPARTMENT: Indian Bluff Golf Course
SUPERVISOR: Golf Course Superintendent
FLSA: Non-Exempt
EMPLOYMENT STATUS: Represented Employee – AFSCME 2025A
CLASSIFICATION: Greens Keeper – Grade 20

BASIC FUNCTION:

Under supervision, performs semiskilled work in the maintenance and upkeep of grounds using a variety of power and hand tools and equipment. Work performed may include maintenance and repair of fairways, rough, greens and tees, structures, fences, restrooms and other facilities. The employee consults with the supervisor as needed on matters not specifically covered in the original instructions.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Responsible for and helps oversee mowing, watering, placing sod, fertilizing, spraying, raking, trimming hedges, edging, cleaning restrooms, picking up trash and litter.
- Operates chain saw, clippers and other hand tools, in addition to planting trees, shrubs, grass; aerates greens; installs and repairs irrigation pipes; prepares landscape beds.
- May specialize in a particular craft such as Horticulture, Agronomy, irrigation systems. Applies pesticides and fertilizer applications to turf and ornamentals.
- Participates in preventive maintenance.
- Knowledge of District standards.
- Shall assist in emergencies.
- Performs other job related assignments as required.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Must have completed a turf management program or Associates Degree and/or certificates in Agronomy, Turf Management, Horticulture, Conservation, or closely related field or any combination of experience and training which provides the knowledge and abilities to perform the work.
- Possession or the ability to obtain a State of Illinois Operator's License.
- Must have a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Skill in the use of repair and maintenance of hand and power tools as well as light motorized construction equipment.
- Minimum of one (1) year working on a golf course.
- Knowledge of occupational safety rules and regulations pertaining to the use of hand tools, power tools, equipment and chemicals.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Knowledge and the ability to use golf course irrigation systems.

Physical Requirements: Task involves the frequent use of coordinative and manipulative skills in performing a variety of tasks with the full range of hand and power tools and shop equipment; or the skilled and complex operation of heavy equipment calling for adherence to exacting standards of depth, grade, dimensions and contours.

Environmental Requirements: Task may require frequent exposure to adverse environmental conditions.

Sensory Requirements: Task requires sound perception and discrimination. Task requires depth perception and discrimination. Task requires visual perception and discrimination. Task requires oral communications ability.



POSITION DESCRIPTION

TITLE: Guest Services Manager
DEPARTMENT: Niabi Zoo - Administration
SUPERVISOR: Assistant Zoo Director
FLSA: Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

This position contributes to the success of Niabi Zoo by ensuring the best possible guest experience, particularly as it relates to the Zoo's retail and food service operations and the entire staff's customer service skills, and contributions to conservation and science. This position is responsible for participating in and overseeing tasks performed by numerous guest service positions; including the admission gates, train ride, gift shops, food service, private events, lorikeet feeding, and animal rides; and ensuring quality of work performed. This position receives assignments from the Zoo Director and Assistant Zoo Director, who define objectives, priorities, and deadlines, and assist with unusual situations that do not have a clear precedent.

Supervises: Zoo Seasonal Guest Services Attendants - Gift Shop Staff, Event Staff

PRIMARY DUTIES AND RESPONSIBILITIES:

- Performs administrative and management work in planning, organizing staff, and directing the operations of the Operations Department.
- Monitors department operations in order to identify and evaluate the effectiveness of departmental operations, programs, or problems that need to be addressed.
- Solicits input from the Zoo Director, Assistant Director, department heads, staff, and other facilities regarding the implications, effects, and development of new policies, procedures, and programs.
- Analyzes, approves, and directs the implementation of department policies, procedures, and programs consistent with the philosophical direction and mission of the institution.
- Communicates all necessary information to appropriate staff using email, hand-held radios, etc.

- Ensures all Zoo visitors receive a high-quality guest experience on a consistent basis.
- Evaluates the functions and physical state of all Operations Department facilities to ensure a pleasant environment for Zoo guests.
- Addresses guest concerns/complaints in a timely, courteous, and helpful manner.

- Ensures new/modified policies and protocols are clearly and effectively communicated to Zoo guests.
- Considers and communicates the viewpoint and needs of Zoo guests for all new exhibits, programs, and amenities during the planning stages of such projects.
- Serves as the liaison between the Zoo and contracted retail services.
- Communicates any upcoming events, field trips, or other special circumstances to allow for proper preparation.
- Ensures all zoo policies and protocols are met by contracted retail agencies, their staff, representatives, vendors, and any other related entities.
- Approves any retail branding or merchandise which represents the Zoo on an as-needed basis.
- Ensures contracted retail agencies are provided with the appropriate access to the Zoo and its facilities for purposes of conducting business, taking deliveries, and other necessary tasks.
- Coordinates any promotions, marketing efforts, or related actions between the Zoo and contracted retail services.
- Ensures a high standard of service and positive experience is continually delivered to all Zoo guests by retail service staff, quality meals, and attractive merchandise.
- Works closely with the Zoo Director to determine the design, layout, features, functions, standard operating procedures, and all other aspects of the various Operations Department facilities to ensure a safe, sanitary, and aesthetically pleasing environment for visitors and employees.
- Assists with the conceptualization and preliminary designs/layouts of new or remodel facilities
- Identifies and investigates potential areas of zoo development, especially as it pertains to increased revenue streams and enhanced guest experience.
- Develops protocols to ensure zoo guests are receiving a consistent and pleasant level of customer service across all levels of staff.
- Responsible for the interviewing, hiring, and training of Operations Department seasonal staff.
- Publishes the advertisement of any hiring for Operations Department seasonal employees.
- Organizes the application process, schedules and conducts interviews, and makes final selections in regards to hiring seasonal staff.
- Responsible for the creation of monthly work schedules for all departmental positions.
- Provides direction and goals for all Operations Department positions by defining job duties, requirements, and standards of performance and communicating those requirements to employees and Zoo Administration.
- Evaluates departmental employee performance and counsels employees concerning strengths and weaknesses, recommending and overseeing disciplinary action to improve unsatisfactory performance as needed.
- Works closely with the Zoo Director to implement a staff training plan that enables the entire staff to incorporate exceptional customer service into their daily duties and establishes it as a top priority.
- Develops and oversees the execution of a comprehensive customer service-focused training plan for all Zoo staff members.

- Coordinates with other department heads to ensure thorough and accurate training of their respective staff members.
- Maintains complete and organized records of all training carried out.
- Oversees the scheduling, coordination, and execution of private Zoo events.
- Ensures private family and/or corporate events are scheduled and booked in a timely, efficient, and accurate manner.
- Coordinates all related logistics across departments and with outside vendors necessary for the smooth and successful execution of private events.
- Listens to and addresses the needs of customers to ensure they are satisfied with their event experience by providing necessary and appropriate accommodations.
- Represents the zoo and promotes its interests externally, including but not limited to representation with the AZA, at local, national, and international conferences, vendors, other zoological institutions, and members of the community.
- Represents the zoo's position and interests in animal conservation, guest experience, and other issues in a well-informed, positive, and responsive manner.
- Keeps abreast of trends, information, and emerging issues related to areas of responsibility.
- Represents the zoo to external visitors, Board members, donors, media, visiting colleagues, etc.
- Establishes and maintains working relationships with a variety of agencies including other zoos/aquariums, vendors, suppliers, and contracted retail services.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Associate's degree in business, management, hospitality, or related field from an accredited college or university.
- Minimum four (4) years experience in customer service, retail operations, or a related field.
- Minimum two (2) years supervisory experience.
- Possession of an appropriate, valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles, practices, and methods of engaging guests providing a positive experience in modern zoo operations.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.

- Ability to establish and maintain effective working relationships with staff, Niabi Zoological Society board members, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Ability to plan, assign, and direct the activities of a large group of diverse employees performing a broad variety of tasks.
- Ability to identify needs for staff development programs and to establish and implement effective employee relations.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical, and organizational skills and abilities.
- Proficiency in MS Office applications (word processing and database management) essential.
- Strong commitment to conservation, animals, and the natural world.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

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POSITION DESCRIPTION

TITLE: Illiniwek Seasonal Grounds Keeper
DEPARTMENT: Illiniwek Forest Preserve
SUPERVISOR: Illiniwek Park Ranger
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

Under general direction performs maintenance of the grounds and facilities at Illiniwek Forest Preserve. Work is performed with considerable independence in judgment and decision making within established policy guidelines. The employee receives assignments from the supervisor, who defines objectives, priorities and deadlines and assists the employee with unusual situations that do not have clear precedents.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Pick up trash on grounds, clean toilets and bathrooms, clean burn rings, run string trimmers, operate lawn mowers, drag brush, lift firewood, clean equipment, perform grounds maintenance tasks.
- Shall assist in emergencies.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- High school diploma or education equivalent preferred.
- Possession of a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Understanding and ability to use common hand tools and equipment.

- Ability to use effective reasoning and deductive skills.
- Basic knowledge of the operations and maintenance of park facilities.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

TITLE: Illiniwek Seasonal Office Attendant
DEPARTMENT: Illiniwek Forest Preserve
SUPERVISOR: Illiniwek Park Ranger
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

Under general direction checks in guests, provides park information, cleans park office, stocks concessions, and handles money. Work is performed with considerable independence in judgement and decision making within established policy guidelines. The employee will have assistance from park rangers for unusual situations that do not have clear precedents.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Checking in campers, selling concessions, answering phones, handling money, perform financial reports, cleaning office, preparing and stocking concessions, and bait sales.
- Shall assist in emergencies.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- High school diploma or education equivalent preferred.
- Possession of a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Sufficient verbal communications skills required to effectively communicate with public and District staff.

- Ability to use effective reasoning and deductive skills.
- Understanding and ability to use common hand tools and equipment.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

TITLE: Indian Bluff Seasonal Cart Attendant
DEPARTMENT: Indian Bluff Golf Course
SUPERVISOR: Club House Manager
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

To assist the clubhouse and concessions staff with various duties at the District's golf course.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Move golf carts from the golf cart return area into the storage barn, moving golf carts to golf cart staging area for use, keeping carts in proper numerical order.
- Clean golf carts as needed, including using a pressure washer to help maintain cleanliness of carts.
- Fill golf carts with gas as needed.
- Maintain proper documentation of gas being used by golf carts.
- Keep golf cart storage area clean and organized.
- Fill pop machines with proper product in the clubhouse and on the golf course.
- Maintain a clean and organized basement in the clubhouse, including the pop storage area.
- Keep all trash containers clean and properly emptied in the clubhouse and cart storage area.
- General customer service as directed by Clubhouse Manager, Clubhouse Attendant, Concession Attendant.
- Clean restrooms on the golf course and clubhouse.
- Clean windows around the clubhouse.

- Vacuum, sweep and mop floors.
- Help re-stock concession product at inside the clubhouse and other concession areas.
- Assist customers when needed
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- No prior experience required.
- Possession of a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to lift 25 pounds occasionally.
- Ability to walk or stand for prolonged periods of time.
- Understanding and ability to use common hand tools and equipment.
- Ability to work outside in extreme environments and possibly in inclement weather.
- Sufficient verbal communications skills required to effectively communicate with public and District staff.
- Ability to use effective reasoning and deductive skills.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

TITLE: Indian Bluff Seasonal Clubhouse Attendant
DEPARTMENT: Indian Bluff Golf Course
SUPERVISOR: Club House Manager
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

To assist Indian Bluff Golf Course customers with all aspects of the Indian Bluff Golf Course experience. Check in golfers, rent golf carts, sell merchandise, and assist other Indian Bluff Golf Course staff as needed. Assist customers with tee time reservations, inform customers of course rules and track customers play and use at the golf course.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Check in all golfers, making sure every player is represented in the FORE! Reservations system.
- Rent golf carts to golfers requesting them.
- Rent golf carts in accordance to the Indian Bluff Golf Course Cart Renting Policy.
- Make sure proper paperwork is filled out when renting golf carts.
- Schedule and maintain tee times in accordance to the Indian Bluff Golf Course Tee Time Policy.
- Answer Phones, answer general questions about Indian Bluff.
- Sell golf merchandise to customers.
- Assist Concession Staff or Cart Attendants as needed (Must be 21 years old or older to assist with the sales and/or delivery of any alcoholic beverage).
- Maintain cash drawer during shift.
- Close cash drawer at the end of shift.

- Opening the Clubhouse for Daily play at proper time.
- Close the Clubhouse at the end of the night, including locking up all monies and securing the clubhouse according to Indian Bluff policy.
- Move Golf Carts from the golf cart return area into the storage barn, moving golf carts to golf cart staging area for use, keeping carts in proper numerical order.
- Clean golf carts as needed, including using a pressure washer to help maintain cleanliness of carts.
- Fill golf carts with gas as needed.
- Maintain proper documentation of gas being used by golf carts.
- Keep Golf Cart Storage Barn clean and organized.
- Fill pop machines with proper product in the clubhouse and on the golf course.
- Maintain a clean and organized basement in the clubhouse, including the pop storage area.
- Keep all trash containers clean and properly emptied in the Clubhouse and Golf Cart Storage Barn.
- General customer service as directed by Clubhouse Manager.
- Clean restrooms on the Golf Course and/or Clubhouse.
- Clean windows around the Clubhouse.
- Vacuum, sweep and mop floors.
- Help re-stock concession product at inside the clubhouse and outside concession areas.
- Assist customers as needed.
- Shall assist in emergencies.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- High school diploma or education equivalent preferred.
- Possession of a valid driver's license.
- Must be 18 years of age.

- No direct experience is required, but knowledge and prior experience of the FORE! Reservations golf course POS system is preferred.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have ability to operate POS systems Must be able to work and follow procedures without direct supervision.
- Ability to lift 25 pounds, occasionally.
- Ability to walk or stand for prolonged periods of time.
- Able to work outside in extreme environmental conditions, possibly in inclement weather.
- Sufficient verbal communications skills required to effectively communicate with public and District staff.
- Ability to use effective reasoning and deductive skills.
- Willingness to work as part of a team in a busy environment, ability to handle several duties at one time.
- Ability to take direction, work irregular shifts including evenings, early mornings, weekends, holidays.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

TITLE: Indian Bluff Seasonal Concession Attendant
DEPARTMENT: Indian Bluff Golf Course
SUPERVISOR: Club House Manager
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

To assist Indian Bluff Golf Course customers by serving customers quality food, snacks, and beverages in accordance with State of Illinois, Rock Island County, and Indian Bluff Golf Course standards at the District's golf course clubhouse and concession areas. To assist Clubhouse Attendant as needed in basic clubhouse duties.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Serve customers food, alcoholic and non-alcoholic beverages.
- Follow the District's alcohol serving procedures and laws of the State of Illinois and Rock Island County.
- Acquire State of Illinois Food Handler's License as required.
- Maintain proper stock levels of products served.
- Maintain cleanliness of the concession stands both outside and inside the clubhouse.
- Maintain the cash drawer for your scheduled shift.
- Close out the cash drawer at the end of the shift.
- Maintain cleanliness of the food eating areas in and around the clubhouse.
- Maintain organization of concession areas.
- Clean restrooms on the golf course and clubhouse.
- Clean windows around the clubhouse.

- Vacuum, sweep and mop floors.
- Help re-stock concession product at the Clubhouse and outside concession stand, including pop machines.
- Assist customers as needed.
- Answer incoming calls and provide assistance as necessary to questions about the golf course and schedule tee times in accordance to Indian Bluff Golf Course policy.
- Shall assist in emergencies.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- High school diploma or education equivalent preferred.
- Must be at least 18 years of age.
- Possession of a valid driver's license.
- No direct experience is required, but knowledge and prior experience of the FORE! Reservations golf course point of sale system is preferred.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have ability to operate Point of Sale systems.
- Must be able to work and follow procedures without direct supervision.
- Ability to lift 25 pounds, occasionally.
- Ability to walk or stand for prolonged periods of time.
- Ability to work outside, possibly in inclement weather.
- Sufficient verbal communications skills required to effectively communicate with public and District staff.
- Ability to use effective reasoning and deductive skills.
- Willingness to work as part of a team in a busy environment, ability to handle several duties at one time.

- Ability to take direction, work irregular shifts including evenings, early mornings, weekends, holidays.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

TITLE: Indian Bluff Seasonal Golf Course Grounds Keeper
DEPARTMENT: Indian Bluff Golf Course
SUPERVISOR: Golf Course Superintendent
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

Under general direction performs maintenance of the grounds and facilities at the District's golf course. Work is performed with considerable independence in judgment and decision making within established policy guidelines. Employees receive assignments from the Golf Course Superintendent or Assistant Superintendent, who defines objectives, priorities and deadlines and assists the employee with unusual situations that do not have clear precedents.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Hand mowing, ride mowing, string trimming, raking sand traps, watering and placing sod, raking leaves/sticks, cleans rest rooms, picks up trash and litter, plants trees, shrubs, grass; aid in aerating greens, tees and fairways
- Operating trucks, tractors, mowers, grass-edgers, saws, clippers and other hand tools used in maintenance work.
- Job duties may be specific to one task i.e. designated fairway mower, rough mower, greens, or tees.
- Shall assist in emergencies.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- High school diploma or education equivalent preferred.
- Possession of a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Must be able to work and follow procedures without direct supervision.
- Ability to lift 75 pounds, occasionally.
- Ability to walk or stand for prolonged periods of time.
- Able to work outside, possibly in inclement weather.
- Sufficient verbal communications skills required to effectively communicate with public and District staff.
- Ability to use effective reasoning and deductive skills.
- Understanding and ability to use common hand tools and equipment.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Must be willing to irregular hours, early morning, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

POSITION DESCRIPTION

TITLE: Loud Thunder Seasonal Boat Rental Attendant
DEPARTMENT: Loud Thunder Forest Preserve
SUPERVISOR: Loud Thunder Park Ranger
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

Under general direction prepares rental boats and assists customers with boarding and exiting boats. This person will also clean and perform basic maintenance tasks at the boat rental. Work is performed with considerable independence in judgement and decision making within established policy guidelines. The employee receives assignments from the supervisor, who defines objectives, priorities and deadlines and assists the employee with unusual situations that do not have clear precedents.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Assist customers, prepare boats, perform basic mechanical tasks, clean boat rental area, and perform other basic maintenance tasks as directed.
- Shall assist in emergencies.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- High school diploma or education equivalent preferred.
- Possession of a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Must be able to work and follow procedures without direct supervision.
- Understanding and ability to use common hand tools and equipment.

- Ability to lift up 90 pounds, occasionally.
- Walk/stand for prolonged periods of time
- Able to work outside, possibly in inclement weather.
- Sufficient verbal communications skills required to effectively communicate with public and District staff.
- Ability to use effective reasoning and deductive skills.
- Ability to take direction, work irregular shifts including evenings, early mornings, weekends, holidays.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

TITLE: Loud Thunder Seasonal Grounds Keeper
DEPARTMENT: Loud Thunder Forest Preserve
SUPERVISOR: Loud Thunder Park Ranger
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

Under general direction performs maintenance of the grounds and facilities at Loud Thunder Forest Preserve. Work is performed with considerable independence in judgment and decision making within established policy guidelines. The employee receives assignments from the supervisor, who defines objectives, priorities and deadlines and assists the employee with unusual situations that do not have clear precedents.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Pick up trash on grounds, clean toilets and bathrooms, clean burn rings, run string trimmers, operate lawn mowers, drag brush, lift firewood, clean equipment, perform other grounds maintenance tasks.
- Shall assist in emergencies.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- High school diploma or education equivalent preferred.
- Possession of a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Understanding and ability to use common hand tools and equipment.

- Ability to use effective reasoning and deductive skills.
- Basic knowledge of the operations and maintenance of park facilities.
- Must be able to lift up to 90 pounds, occasionally.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

TITLE: Loud Thunder Seasonal Office Attendant
DEPARTMENT: Loud Thunder Forest Preserve
SUPERVISOR: Loud Thunder Park Ranger
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

Under general direction checks in guests, provides park information, cleans park office, stocks concessions, and handles money. Work is performed with considerable independence in judgement and decision making within established policy guidelines. The employee will have assistance from park rangers for unusual situations that do not have clear precedents.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Boat rental sales, checking in campers, selling concessions, answering phones, handling money, perform financial reports, cleaning office, preparing and stocking concessions, and bait sales.
- Shall assist in emergencies.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- High school diploma or education equivalent preferred.
- Possession of a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.

- Sufficient verbal communications skills required to effectively communicate with public and District staff.
- Knowledge of basic office procedures.
- Ability to use basic office equipment and computer software programs.
- Ability to use effective reasoning and deductive skills.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

<u>POSITION TITLE:</u>	Maintenance Laborer (Seasonal)
<u>DEPARTMENT:</u>	Maintenance
<u>JOB RELATIONSHIPS:</u>	
Reports to:	Maintenance Superintendent, Assistant Zoo Director, Zoo Director
Supervises:	N/A
<u>BASIC FUNCTION:</u>	This position contributes to the success of Niabi Zoo by maintaining the Zoo grounds and facilities in a neat, clean and functioning order. Under general supervision performs a variety of maintenance duties to enhance and maintain the Zoo. The employee receives continuing or individual assignments from the supervisor including facility cleaning and maintenance, repairs, train operations and landscaping. This position is under direct supervision of the Maintenance Superintendent, but also may take direction from the Assistant Zoo Director or Zoo Director in certain situations.

PRIMARY DUTIES AND RESPONSIBILITIES:

Maintenance Laborer

1. Engage guests in a friendly and positive manner, while providing excellent customer service to guests at all times.
2. Provide guests with general information about the zoo, regarding feeding times, events, etc.
3. Clean, stock and maintain all Zoo restrooms.
4. Empty and collect all trash and recycling throughout the Zoo.
5. Maintain Zoo grounds through landscaping work such as mulching, weeding, trimming and mowing.
6. Perform minor upkeep and repair projects throughout the facility.

7. Assist with train ride loading, unloading and operations as needed.
8. Assist full-time Maintenance Team members with various projects as needed.
9. Perform other related duties as assigned.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- Must have a High School diploma or working towards one.
- Must be at least 16 years of age.
- Must have a valid driver's license.

Competency and Knowledge Requirements

- Must have excellent communication skills.
- Must have the ability to multitask
- Must be dependable, courteous and able to work with people of all ages.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Ability to educate guests on a variety of topics pertaining to the Zoo.
- Knowledge of departmental practices, policies, and procedures.
- Ability to establish and maintain effective working relationships with staff, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical and organizational skills and abilities.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays as needed.
- Ability to perform duties in occasionally unpleasant surroundings

Physical Requirements

Position involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items and occasionally very heavy (100 pounds or over) items; or may involve the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls, fine adjustments or both; or the sustained operation of items such as a keyboard or adding equipment.

Environmental requirements

Position may require frequent exposure to adverse environmental conditions.

Sensory Requirements

Position requires color perception and discrimination. Position requires sound perception and discrimination. Position requires taste perception and discrimination. Position requires odor perception and discrimination. Position

requires depth perception and discrimination. Position requires texture perception and discrimination. Position requires visual perception and discrimination. Position requires oral communications ability.



POSITION DESCRIPTION

TITLE: Mechanic
DEPARTMENT: Forest Preserve Administration
SUPERVISOR: Assigned Site Department Head or Supervisor
FLSA: Non-Exempt
EMPLOYMENT STATUS: Represented Employee – AFSCME 2025A
CLASSIFICATION: Mechanic – Grade 21

BASIC FUNCTION:

Under general supervision, performs semiskilled tasks in the mechanical repair and maintenance of all vehicles and equipment at the various site of the Forest Preserve District sites including Niabi Zoo. The employee receives continuing or individual assignments by a supervisor generally indicating work to be done, limitations, quality and quantity expected, deadlines and priority of assignments.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Performs all maintenance and repairs on all vehicles and equipment, including but not limited to work on engine, clutch, transmission, brake, exhaust systems, hydraulic systems, electrical systems, tune-ups, lubricating, oil changes and other repairs.
- Be responsible for proper periodic maintenance including setting schedule, notifying vehicle or equipment operator, and maintaining accurate records.
- Maintains diesel engines, zoo train, and carousel and performs general maintenance.
- Maintains golf course equipment, including sharpening, rebuilding and all other necessary jobs pertaining to the cutting units.
- Performs general maintenance work on minor repairs to building and facilities.
- Assist in the care and feeding of the animals, including transporting animals around the zoo or to the veterinarian.
- Shall assist in emergencies.

- Performs other related duties as assigned

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- High school diploma or GED; supplemented by two (2) years of progressively responsible experience as a mechanic; or an equivalent combination of training and experience.
- Must have a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of welding, braiding and light torch work.
- Ability to understand and perform all oral or written instructions and carry them out as assigned.
- Ability to read and interpret operating manuals and wiring diagrams.
- Ability to keep accurate records of service performed on all equipment.
- Skill in the safe operation of all equipment and vehicles.
- Ability to perform strenuous labor.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.

Physical Requirements: Task involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items and occasionally very heavy (100 pounds or over) items; or may involve the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls, fine adjustments or both; or the sustained operation, on a production basis, of such devices as offset presses with associated equipment.

Environmental Requirements: Tasks may require exposure to adverse environmental conditions.

Sensory Requirements: Task requires color perception and discrimination. Task requires sound perception and discrimination. Task requires depth perception and discrimination. Task requires texture perception and discrimination. Task requires visual perception and discrimination. Task requires oral communications ability.

POSITION DESCRIPTION

TITLE: Membership

DEPARTMENT: Niabi Zoo

SUPERVISOR: Guest Services Manager

FLSA: Non-Exempt

EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

Under the direction of the Guest Service Manager or Field Office Manager, Guest Services Attendants perform a variety of duties in providing guest services in particular operations and assistance to visitors and in some instances other staff members of the Niabi Zoo Team. Guest Services Attendants should perform all job assignments with a positive attitude that reflects the Niabi Zoo's mission and values, and must be committed to providing exceptional customer service to each guest who enters the zoo by actively engaging in meaningful guest encounters.

This position promotes and fulfills the zoo's mission by performing the daily operations of the guest service areas of Niabi Zoo. These particular areas and the staff who service them are the main points of contact for all zoo visitors and staff should seek to provide clear, consistent and direct zoo related information and general assistance with exceptional customer service.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- **Guest Services/General:**
 - Provides exceptional customer service.
 - Actively engages in meaningful guest encounters.
 - Responsible for learning about zoo operations, history, events and animal collection in order to provide guests with accurate information.
 - Provides information to the public in person or on the phone including, but not limited to: zoo hours of operation, prices/fees, regulations, programs, exhibits, special events, classes, directions, lost and found items, and zoo animal collection.
 - Answering the phone, directing calls and taking messages.
 - Attempts to rectify visitor disputes, complaints and issues as appropriate.
 - Monitors and uses zoo-wide two-way radio communications, and uses zoo-wide public address system.

- Promoting zoo programs and events including, but not limited to: ADOPT, memberships, educational camps and classes, Boo at the Zoo, Pints for Preservation, Zoofari, and Members Only Night.
- Ensures a safe environment for visitors, staff, and volunteers; monitors key areas and entrances and reports safety concerns to a supervisor in a timely manner.
- Directing deliveries, shipments and salespeople.
- Maintains a clean work environment, and assists with the general cleanliness of zoo common areas.

- **Membership:**

- Provides a great “first impression”, and exceptional customer service.
- Operates Point of Sale (POS) terminal for membership fees, adopts, donations, memorials and general zoo admission fees; includes capturing visitors’ zip codes, entering data regarding new and renewing members, handling the exchange of payment types, maintaining a cash drawer, and completing daily paperwork.
- Understands and can explain each membership category, the adopt program and what memorial and donations that the zoo offers.
- Maintains membership booth in a clean and organized manner.
- Responsible for preparing membership/Adopt packets and for mailing out any items that go with a membership done over the phone or an online transaction.
- Assists with various member events as needed.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Must be 16 years of age
- Must have a valid driver’s license
- Must have reliable transportation to/from workplace

Competency and Knowledge Requirements:

- Customer service oriented
- Enthusiastic, outgoing personality
- Comfortable actively engaging visitors in meaningful encounters
- Enjoy working with and serving diverse populations
- Ability to establish and maintain effective working relationships with supervisors, co-workers, volunteers and the public
- Ability to be a contributing and productive “team member”
- Ability to understand and follow oral and written instructions
- Ability to work safely, recognize safety hazards and apply proper safety precautions
- Willingness to learn about general zoo operations
- Ability to take direction yet work independently
- Willingness to perform a wide variety of tasks
- Detail Oriented
- Self-motivated
- Ability to learn quickly

- Ability to have scheduling flexibility (must accommodate special events), work weekends, and holidays.
- Ability to remain calm and courteous with demanding/difficult guests and/or situations
- Reliable and punctual attendance habits
- Be interested and enthusiastic about the zoo

Competency and Knowledge Requirements:

- Basic computer knowledge and familiarization with Microsoft products
- Understanding of and ability to use basic cash handling principles
- Excellent customer service skills

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POSITION DESCRIPTION

TITLE: Park Ranger – Illiniwek Forest Preserve
DEPARTMENT: Illiniwek Forest Preserve
SUPERVISOR: Forest Preserve District Director
FLSA: Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

The responsibility of the Illiniwek Park Ranger is to oversee all aspects of park operations at Illiniwek Forest Preserve, Dorrance Forest Preserve, and the District's portion of the Great River Road/Mississippi River Trail.

Supervises: Assistant Rangers, Illiniwek Seasonal Grounds Keepers, Illiniwek Seasonal Office Attendants

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Provides information concerning park facilities, historical sites, nature and wildlife to visitors, school groups, and campers.
- Interviews, hires, evaluates and disciplines full-time and seasonal staff.
- Plans, develops and implements various park programs.
- Markets park programs and facilities.
- Manages park patrol and security with local law enforcement agencies, if necessary.
- Serves as a liaison between the District and outside agencies or business.
- Identifies, reports, coordinates, and conducts maintenance checks to ensure safety of facilities for all park visitors.
- Participates in team meetings and training sessions.
- Plans and implements improvements at the park.
- Registers campers and collect fees when necessary.
- Prepares reports as required.
- Plans, supervises, and assists in maintenance of park facilities and equipment.
- Knowledge of turf maintenance, common forestry practices, trail maintenance, prairie management, building and facility maintenance, and campground operations.

- Knowledge of Microsoft Word, Microsoft Excel, email, telephone, calculator, power and hand tools, electrical repairs, plumbing, HVAC systems, mowers, tractors, and chainsaws.
- Responds to complaints and inquiries from general public.
- Responds to all emergencies in the park.
- Assists in budget preparation and planning.
- Oversees the contractual obligations of park concessionaire(s).
- Reserves and collects rental fees shelters.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Requires a Bachelor's degree in forestry or parks & recreation or related field with two years' work experience in park & campground operations. A Certified Park & Recreation Professional preferred.
- Requires a valid State of Illinois driver's license. A State of Illinois commercial driver's license preferred.
- Ability to obtain a State of Illinois applicator's license.
- Required to live on site at all times throughout employment.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Moderate level of organizational and time management skills.
- Ability to work in an environment with many interruptions.
- Creativity and initiative to provide new approaches to problems.
- Strong verbal and written skills for effective internal and external communications.
- Strong verbal communication skills required to effectively communicate with public and District staff.
- Maintaining interpersonal relationships which encourage openness, candor and trust, both internally and outside the District.
- Maintains positive relationships with elected officials, Forest Preserve Commission, and other District officials.
- Ability to use effective reasoning and deductive skills.
- Ability to analyze situations accurately and adopt an effective course of action.
- Knowledge of the operation, maintenance and security of park facilities.
- Ability to keep accurate activity and incident reports.
- Knowledge of park history, facilities, rules and regulations, and indigenous animal, fish and plant life.
- Knowledge of health and safety regulations and procedures.
- General office procedures knowledge.
- Timeliness and accuracy of prepared documents and information.
- Overall accuracy and condition of records and files.
- Proper maintenance of confidential information.
- Ability to organize and prioritize work.

- Effective planning and controlling of various projects, including meeting established budgetary requirements.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Acceptance of personal inconvenience for attainment of District goals.
- Ability to provide oral and written reports to the Forest Preserve Director, Forest Preserve President.
- Ability to work within an established budget for the department.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

TITLE: Park Ranger – Loud Thunder Forest Preserve
DEPARTMENT: Loud Thunder Forest Preserve
SUPERVISOR: Forest Preserve District Director
FLSA: Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

The responsibility of the Loud Thunder Park Ranger is to oversee all aspects of park operations at Loud Thunder Forest Preserve, Loud Thunder Boat Rental, Martin Conservation Area, and the Doyle Addition park site.

Supervises: Assistant Rangers, Loud Thunder Seasonal Grounds Keepers, Loud Thunder Seasonal Office Attendants, Loud Thunder Seasonal Boat Rental Attendants

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Provides information concerning park facilities, historical sites, nature and wildlife to visitors, school groups, and campers.
- Interviews, hires, evaluates and disciplines full-time and seasonal staff.
- Plans, develops and implements various park programs.
- Markets park programs and facilities.
- Manages park patrol and security with local law enforcement agencies, if necessary.
- Serves as a liaison between the District and outside agencies or business.
- Identifies, reports, coordinates, and conducts maintenance checks to ensure safety of facilities for all park visitors.
- Participates in team meetings and training sessions.
- Plans and implements improvements at the park.
- Registers campers and collect fees when necessary.
- Prepares reports as required.
- Plans, supervises, and assists in maintenance of park facilities and equipment.
- Knowledge of turf maintenance, common forestry practices, trail maintenance, prairie management, building and facility maintenance, and campground operations.

- Knowledge of Microsoft Word, Microsoft Excel, email, telephone, calculator, power and hand tools, electrical repairs, plumbing, HVAC systems, mowers, tractors, and chainsaws.
- Responds to complaints and inquiries from general public.
- Responds to all emergencies in the park.
- Assists in budget preparation and planning.
- Oversees the contractual obligations of park concessionaire(s).
- Reserves and collects rental fees shelters.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Requires a Bachelor's degree in Forestry or Parks & Recreation or related field with two years work experience in park/campground operations. A Certified Park & Recreation Professional preferred.
- Requires a valid State of Illinois driver's license. A State of Illinois commercial driver's license preferred.
- Ability to obtain a State of Illinois applicator's license.
- Required to live on site at all times throughout employment.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Moderate level of organizational and time management skills.
- Ability to work in an environment with many interruptions.
- Creativity and initiative to provide new approaches to problems.
- Strong verbal and written skills for effective internal and external communications.
- Strong verbal communication skills required to effectively communicate with public and District staff.
- Maintaining interpersonal relationships which encourage openness, candor and trust, both internally and outside the District.
- Maintains positive relationships with elected officials, Forest Preserve Commission, and other District officials.
- Ability to use effective reasoning and deductive skills.
- Ability to analyze situations accurately and adopt an effective course of action.
- Knowledge of the operation, maintenance and security of park facilities.
- Ability to keep accurate activity and incident reports.
- Knowledge of park history, facilities, rules and regulations, and indigenous animal, fish and plant life.
- Knowledge of health and safety regulations and procedures.
- General office procedures knowledge.
- Timeliness and accuracy of prepared documents and information.
- Overall accuracy and condition of records and files.
- Proper maintenance of confidential information.
- Ability to organize and prioritize work.

- Effective planning and controlling of various projects, including meeting established budgetary requirements.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Acceptance of personal inconvenience for attainment of District goals.
- Ability to provide oral and written reports to the Forest Preserve Director, Forest Preserve President.
- Ability to work within an established budget for the department.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

POSITION TITLE: Receptionist (Seasonal)

DEPARTMENT: Administration

JOB RELATIONSHIPS:

Reports to: Field Office Manager, Assistant Zoo Director

Supervises: N/A

BASIC FUNCTION: This position contributes to the success of Niabi Zoo by assisting customers with providing information about zoo hours of operation, prices/fees, regulations, programs, exhibits and special events. Under general supervision performs a variety of customer service duties to enhance the customer's experience. The employee receives continuing or individual assignments from the supervisor including ticket sales, feeding sessions and servicing animal areas. This position also is under Assistant Zoo Director, who assists with unusual situations that may arise.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Answer and direct phone calls accurately using a multi-phone system.
2. Responsible for learning about zoo operations, history, events and animal collection in order to provide guests with accurate information.
3. Provide guests and callers with general information about the zoo including zoo hours of operation, prices and fees, regulations, programs, exhibits, classes, directions and animal collection.
4. Communicate effectively using two-way hand held radio and the PA system for daily announcements.
5. Ensure a safe environment for visitors, staff and volunteers; monitor key areas and entrances and report safety concerns to a supervisor in a timely manner.

6. Provides friendly and professional customer service to all zoo guests and fellow staff members at all times.
7. Respond to inquiries from coworkers and provides assistance as needed.
8. Assist with Education program, class and field trip registration and payments.
9. Perform other related duties as assigned.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- Must have a High School diploma or working towards one.
- Must be at least 16 years of age.
- Must have a valid driver's license.

Competency and Knowledge Requirements

- Must be able to perform basic math.
- Must have excellent communication and organizational skills.
- Must have the ability to multitask
- Must be proficient in Microsoft Word, Microsoft Excel and Outlook.
- Must be dependable, courteous and able to work with people of all ages.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Ability to educate guests on a variety of things.
- Knowledge of departmental practices, policies, and procedures.
- Ability to establish and maintain effective working relationships with staff, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical and organizational skills and abilities.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays as needed.
- Ability to perform duties in occasionally unpleasant surroundings

Physical Requirements

Position involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items.

Environmental requirements

Position may require frequent exposure to adverse environmental conditions.

Sensory Requirements

Position requires color perception and discrimination. Position requires sound perception and discrimination. Position requires taste perception and

discrimination. Position requires odor perception and discrimination. Position requires depth perception and discrimination. Position requires texture perception and discrimination. Position requires visual perception and discrimination. Position requires oral communications ability.



POSITION DESCRIPTION

TITLE: Trades Worker II
DEPARTMENT: Niabi Zoo – Facilities/Maintenance
SUPERVISOR: Zoo Maintenance Superintendent
FLSA: Non-Exempt
EMPLOYMENT STATUS: Represented Employee – AFSCME 2025A
CLASSIFICATION: Trades Worker II – Grade 21

BASIC FUNCTION:

Under general supervision of department superior, performs semiskilled and skilled maintenance and repair work in a variety of building trades. The employee uses initiative in carrying out recurring assignments independently without specific instructions. The supervisor assures that the work is technically accurate and in compliance with instructions, established procedures and guidelines.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Performs semiskilled and skilled maintenance work in one or more of the building trades; may specialize in a particular craft such as painting, plumbing, carpentry, plastering, electrical work, heating and ventilating work, masonry, carpeting, cement finishing, concrete and ductile iron pipe work or similar craft.
- Participates in preventive maintenance, repairs and new construction.
- Performs repairs to plumbing systems, electrical appliances, climate control systems, roofs and other buildings and facilities.
- Trouble shoots problems; maintains inventory of parts and tools on assigned vehicle; operates hand and power tools and equipment necessary to work assignment.
- Determines supplies and materials needed to make various repairs.
- Shall assist in emergencies.
- Performs other related duties as assigned.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- High school diploma, GED or equivalent certificate of competency, supplemented by journeyman level work experience in building trades; or an equivalent combination of training and experience.
- Must have a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Knowledge of the repair and maintenance of buildings, equipment and fixtures.
- Knowledge of Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Knowledge of occupational safety and health standards applicable to assigned trade.
- Ability to make accurate estimates of time and materials.
- Ability to read, interpret, and work from sketches, blueprints and specifications.
- Ability to prepare rough sketches.
- Ability to physically perform work assigned.
- Ability to understand and follow oral and written directions.
- Ability to establish and maintain productive working relationships with co-workers, superiors and others.
- Skill in the use of construction, repair, and maintenance hand and power tools.
- Skill in the safe operation of light motor vehicle.

Physical Requirements: Task involves the continuous operation of hand and power tools and the full range of shop equipment to very exacting tolerances, calling for full coordination of sensory and manipulative ability in order to achieve full production to acceptable standards. Task may involve occasional heavy lifting or moving, but emphasis is placed upon the coordination and manipulation skills.

Environmental Requirements: Task may require infrequent exposure to adverse environmental conditions.

Sensory Requirements: Task requires sound perception and discrimination. Task requires odor perception and discrimination. Task requires depth perception and discrimination. Task requires visual perception and discrimination. Task requires oral communications ability.



POSITION DESCRIPTION

POSITION TITLE: Train Conductor (Seasonal)

DEPARTMENT: Maintenance

JOB RELATIONSHIPS:

Reports to: Maintenance Superintendent, Assistant Zoo Director, Zoo Director

Supervises: N/A

BASIC FUNCTION: This position contributes to the success of Niabi Zoo by operating the train in a professional and friendly manner. Under general supervision performs a variety of duties to provide a fun and enjoyable train ride at the Zoo. The employee receives continuing or individual assignments from the supervisor including train operations, safety and customer service. This position is under direct supervision of the Maintenance Superintendent, but also may take direction from the Assistant Zoo Director or Zoo Director in certain situations.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.

Train Conductor

1. Collect tickets and oversee loading/unloading of train passengers.
2. Operate the train ride in a safe and enjoyable manner, including monitor passenger behavior to ensure safety.
3. Inspect train and tracks on a regular basis and notifies maintenance staff of any irregularities.
4. Ensure cleanliness of train and depot on a continual basis.
5. Respond to inquiries from coworkers and provides assistance as needed.

6. Engage guests in a friendly and positive manner, while providing excellent customer service to guests at all times.
7. Provides information to guests including, but not limited to: zoo hours of operation, prices/fees, regulations, programs, exhibits, special events, classes, directions, lost and found items and zoo animal collection.
8. Assist with train ride loading, unloading and operations as needed.
9. Perform other related duties as assigned.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- Must have a High School diploma or working towards one.
- Must be at least 16 years of age.
- Must have a valid driver's license.

Competency and Knowledge Requirements

- Must have excellent communication skills.
- Must have the ability to multitask
- Must be dependable, courteous and able to work with people of all ages.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Ability to educate guests on a variety of topics pertaining to the Zoo.
- Knowledge of departmental practices, policies, and procedures.
- Ability to establish and maintain effective working relationships with staff, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical and organizational skills and abilities.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays as needed.
- Ability to perform duties in occasionally unpleasant surroundings

Physical Requirements

Position involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items and occasionally very heavy (100 pounds or over) items; or may involve the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls, fine adjustments or both; or the sustained operation of items such as a keyboard or adding equipment.

Environmental requirements

Position may require frequent exposure to adverse environmental conditions.

Sensory Requirements

Position requires color perception and discrimination. Position requires sound perception and discrimination. Position requires taste perception and discrimination. Position requires odor perception and discrimination. Position requires depth perception and discrimination. Position requires texture perception and discrimination. Position requires visual perception and discrimination. Position requires oral communications ability.



POSITION DESCRIPTION

TITLE: Zoo Director
DEPARTMENT: Niabi Zoo - Administration
SUPERVISOR: Forest Preserve District Director
FLSA: Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

The Zoo Director is to lead, oversee and manage all aspects of the operations of Niabi Zoo. This is a highly independent and specialized professional administrative position responsible for the administration of a municipal zoological park supported by the citizens of Rock Island County and Niabi Zoological Society. The position is responsible for directing acquisitions, conservation, development, education, health and husbandry, public relations/marketing and research activities at the Zoo. The position is responsible for increasing Zoo visitation by promoting the Zoo throughout the community and creating awareness of the Zoo and its programs. The position is responsible for serving as a media spokesperson and oversees all publicity regarding the Zoo, its programs, events and animal collection.

The position is responsible for the development all Zoo policies and practices as well as the implementation of all District policies and procedures. This position receives assignments from the Forest Preserve Director and Board that define objectives, priorities and deadlines with unusual situations that do not have a clear precedent.

PRIMARY DUTIES AND RESPONSIBILITIES:

Leadership Responsibilities:

- Responsible to the Forest Preserve Director, Forest Preserve Commission President and Board for successful performance.
- Collaborates with the Niabi Zoological Society Board of Directors relative to development and other fundraising-related activities.
- Serves as a member of the Oversight Committee, a temporary entity created to support and guide the transition of the Zoo's management to a public/private partnership.

Supervises:

- Oversees all the Departments within the Zoo, its employees and volunteers.

Operations and Program Management:

- Directs and supervises all operations and programs of the Zoo.
- Leads the development and implementation of Niabi Zoo strategic planning initiatives.
- Monitors attendance and other Zoo performance-related data and submits monthly reports on Zoo operations.
- Oversees public safety policies and programs.
- Identifies operational policies and procedures, implements zoological best practices.
- Responsible for the administration and enforcement of all District and Zoo rules and regulations.
- Directs and implements public relations policies for the Zoo.
- Provides direction for the planning and implementation of special events, after-hours events, parties and company picnics on and off Zoo grounds.
- Initiates and implements designs for upgrading and maintenance of the Zoo facilities and exhibits.
- Supervises group sales activities for the Zoo as well as assists in the formulation and execution of logical, consistent and effective policies and programs.
- Gathers information and writes grant applications for operating or capital funding. Serves as grant representative and chief point of contact. Submits grant applications to appropriate agencies and allocates approved funds accordingly.
- Exchanges information with other zoos concerning Zoo operations.
- Responsible for maintaining all USDA, AZA and other regulatory agencies' requirements pertaining to the Zoo.
- Available in emergencies when off duty.

Fiscal Management:

- Supervise the accounting of all receipts and deposits of monies from the Zoo.
- Develops, implements and administers the annual Zoo budget; monitors expenditures to ensure compliance with approved budget.
- Determines and approves requisitions and purchasing of equipment and supplies.

External Leadership:

- Develops and maintains relationships with civic and community leaders to secure funding and solicit their financial support.
- Represents the Zoo in the solicitation of contributions from private donors, corporate sponsorship and in-kind donations to obtain funding for operating programs and capital projects.
- Responsible for overseeing all public relations and marketing of the Zoo.
- Works with news media, groups and agencies as the Zoo's representative to market and publicize the Zoo.
- Presents lectures to civic, community, cultural and educational groups to stimulate interest in conservation and animals. Promotes Zoo visitation and explains Zoo roles and functions. Presents educational and recreational programs to organized groups.

- Attends professional conferences to enhance knowledge of zoo activities and new trends in the zoo community.

Team Leadership:

- Hires, trains and supervises Zoo management staff.
- Establishes and promotes professional development opportunities for Zoo staff.

Board Relations:

- Attends and serves as liaison to the Niabi Zoological Society Board of Directors meetings.
- Attends all monthly Forest Preserve Committee meetings.
- Member of the Niabi Zoo Oversight Committee.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- A Bachelor's of Science in Biology, Business or related field with 7-10 years of executive-level experience is required. Prior zoo management/executive experience is preferred.
- Must maintain a permanent residence in Rock Island County, IL within 6 months of employment.
- Possession of a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Acceptance of personal inconvenience for attainment of District goals.

Leadership Competencies: As a leader of the Niabi Zoo, the Director is expected to demonstrate the following leadership competencies:

- Communicates Effectively: Translates broad strategies into specific objectives and action plans; creates or modifies structures, processes and systems to support strategic priorities; integrates efforts across functions and locations; obtains and allocates needed resources; assigns clear authority and accountability; establishes aggressive, yet realistic, time frames; persists in the face of adversity; sets high standards for performance. Provides exemplary, communicative leadership to internal and external audiences – is the Voice of the Zoo.
- Acts with Courage: Takes well-reasoned risks to address important issues; demonstrates candor in expressing thoughts and ideas; deals with difficult situations directly and openly despite personal discomfort.

- Strategizes: Sees the business holistically rather than in silos; prioritizes the organization's interests above individual interests; understands and accounts for long-term implications in planning and decision-making; effectively problem solves.
- Engages Others: Inspires others to pursue challenging goals; builds commitment to the organization; leverages others' unique motivations and interests to connect them with broader goals and strategies. Inspires positive connection to the organization by both internal and external stakeholders.
- Collaborates: Relates well with people at all levels; builds support and trust among peers and key stakeholders; brings together different perspectives to create win-win solutions; shares credit appropriately and recognizes others' accomplishments.
- Shows Initiative: Proactive and quick to take the lead in addressing critical issues; works with a sense of urgency to complete important tasks and solve problems; encourages others to drive issues to closure quickly and efficiently.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

TITLE: Zoo Education Assistant
DEPARTMENT: Niabi Zoo – Zoo Programs & Special Events
SUPERVISOR: Curator of Conservation and Education
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

This position contributes to the success of Niabi Zoo by providing exceptional educational programs, guest experiences, and contributions to conservation science. Under general supervision plans and conducts programs for all ages, handles animals, and helps design graphics and signs. The employee receives continuing or individual assignments from the supervisor, generally indicating work to be done, limitations, quality and quantity expected deadlines, and priority of assignments. This position receives assignments from the Curator of Conservation and Education, who defines objectives, priorities, and deadlines, and assists with unusual situations that do not have a clear precedent.

This position is temporary or part-time in nature, and requires less than 20 hours of work per week.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Performing on-site educational tours.
- Performing on-site educational programming which includes live animal programs.
- Conducting birthday parties with an environmental emphasis.
- Conducting outreach educational programs and nature programs as needed.
- Assisting in the planning and implementation of all special events.
- Ability to work with graphic programs to integrate in educational printed materials such as, brochures, self-guided tours, and materials for educators.
- Wearing proper designated uniform during regular zoo hours.

- Follows all safety procedures that pertain to the duties performed.
- Represents the zoo and the education department and promotes its interests externally.
 - Represents the zoo's position and interests in animal conservation and other issues in a well-informed, positive, and responsive manner.
 - Keeps abreast of trends, information, and emerging issues related to areas of responsibility.
 - Represents the zoo to external visitors, Board members, donors, visiting colleagues, etc.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Must have obtained or be in pursuit of bachelor's degree in education or life sciences supplemented by one year of experience involving informal education and the handling of a variety of animals, or an equivalent combination of experience and training.
- Experience with public speaking, working with the public and excellent writing skills required.
- Possession of a valid driver's license.

Competency and Knowledge Requirements:

- Knowledge of the animal kingdom and natural history.
- Ability to work with and care for all types of live animals used in programs.
- Organize and present enthusiastic, educational and entertaining programs.
- Must be dependable, courteous and able to work with people of all ages.
- Must be able to research and interpret data and implement into written form for presentations.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Knowledge of Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Ability to establish and maintain effective working relationships with staff, Niabi Zoological Society board members, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical, and organizational skills and abilities.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays as needed.
- Ability to perform duties in occasionally unpleasant surroundings.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

POSITION TITLE: Zoo Educator

DEPARTMENT: Education

JOB RELATIONSHIPS:

Reports to: Curator of Conservation & Education

Supervises: N/A

BASIC FUNCTION: This position connects guests to animals and nature by providing exceptional educational programs, guest experiences, and contributions to conservation science. Zoo Educators present programs for all ages, provide mentorship for Junior Zoo Keepers, handles program animals, helps plan education lessons, as well as research and writes education material. The employee must be able to adapt to changing needs while receiving individual/on-going assignments from the supervisor, generally indicating work to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. This position receives assignments from the Curator of Conservation and Education, who defines objectives, priorities, and deadlines, and assists with unusual situations that do not have a clear precedent. This seasonal position is part time and requires 20-30 hours of work per week from mid-May through early August (as available). Training classes on some weekends in March, April, and May are required.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Attend all required trainings (zoo history, interpretation skills, animal areas, on-line coursework) and be proficient in communicating learned material and utilizing interpretive techniques.
2. Leads on-site educational tours for school field trips.

3. Presents on-site educational programming including classes, Zoo Camp, Animal Tales, Critter Chats with live animals, animal/habitat interpretation.
4. Assist with Zoo2U educational outreach programs presenting live animals and biofacts.
5. Conducts birthday parties with an environmental emphasis.
6. Assists in the planning and implementation of all special events.
7. Ability to research and write educational materials such as animal fact sheets, display information, web content, and materials for educators (lesson plans, presentation content, etc.).
8. Maintains a professional appearance in proper designated uniform during regular zoo hours.
9. Represents the zoo and the education department in a professional manner and promotes its interests both internally and externally.
 - a. Represents the zoo's position and interests in animal care, conservation, welfare and other issues in a professional, well-informed, positive, and responsive manner.
 - b. Keeps abreast of trends, information, and emerging issues related to areas of responsibility.
 - c. Represents the zoo to external visitors, Board members, donors, visiting colleagues, etc.
10. Follows all safety procedures that pertain to the duties performed.
11. Performs other related duties as assigned.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements

- Must have obtained or be in pursuit of bachelor's degree in fields related to biological/environmental/life sciences, education, etc.
- One year of experience involving formal or informal education
- Prefer experience in handling of a variety of animals
- Experience with public speaking, interacting with the public and excellent communication and writing skills required.
- Must have an appropriate, valid driver's license.

Competency and Knowledge Requirements

- Knowledge of the animal kingdom and natural history.
- Ability to work with and care for all types of live animals used in programs.
- Organize and present enthusiastic, educational and interactive programs.
- Must be dependable, courteous and able to work with people of all ages.
- Must be able to research and interpret data and implement into written form for presentations.

- Strong interest in/commitment to conservation, animals, and the natural world.
- Knowledge of departmental practices, policies, and procedures.
- Ability to establish and maintain effective working relationships with staff, Niabi Zoological Society board members, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical, and organizational skills and abilities.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays as needed.
- Ability to perform duties in all weather types and indoor/outdoor environments.

Physical Requirements

Position involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, climbing, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items; or may involve the complex operation of gasoline, electric, or diesel-powered machinery or office equipment requiring the manipulation of multiple controls, fine adjustments or both; or the sustained operation of items such as a keyboard or adding equipment.

Environmental requirements

Position may require frequent exposure to adverse environmental conditions. Must tolerate heat, cold, smells, dirt, biological functions, moisture, etc.

Sensory Requirements

Position requires visual perception and discrimination. Position requires color perception and discrimination. Position requires sound perception and discrimination. Position requires taste perception and discrimination. Position requires odor perception and discrimination. Position requires depth perception and discrimination. Position requires texture perception and discrimination. Position requires oral communications ability.



POSITION DESCRIPTION

<u>TITLE:</u>	Zoo Maintenance Specialist
<u>DEPARTMENT:</u>	Niabi Zoo – Facilities/Maintenance
<u>SUPERVISOR:</u>	Zoo Director
<u>FLSA:</u>	Non-Exempt
<u>EMPLOYMENT STATUS:</u>	Represented Employee – AFSCME 2025A
<u>CLASSIFICATION:</u>	Zoo Mechanic Fabricator – Grade 23

BASIC FUNCTION:

Under general direction of the Niabi Zoo Director, performs supervisory work in ensuring the efficient completion of work by zoo maintenance staff. Actively participates in any and all maintenance projects. Receives assignments from Niabi Zoo Director, but is also responsible for seeking out work needing to be completed. Defines maintenance objectives, priorities and completions, assisting employees in unusual situations that do not have clear precedents.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Oversees and participates in completion of all maintenance work and preventative maintenance, including grounds keeping, building maintenance and repair.
- Plans, assigns, and supervises employees, ensures proper safety standards and policies. Assigns and schedules employee work hours; oversees adherence to time schedules, maintenance work and projects. Any infractions of safety or Zoo policies should be referred to the Niabi Zoo Director for action.
- Maintains accurate records of maintenance performed. Orders supplies as budgeted and approved by the Zoo Director.
- Aids Trades Worker II in responsibility of safe performance of skilled tasks with supervisor approval.
- Aides Zoo Mechanic Fabricator in vehicle, train, and carousel repair.
- Ensures all supplies and equipment are in safe operating condition for use by employees at beginning of employee work shift. Inspects facilities for proper cleanliness and state of repair; oversees the work of zoo maintenance staff.
- Performs other job-related assignments as required.

- Shall assist in emergencies.
- Rock Island County Forest Preserve District will supply building and zoning code book updates or issues (approximately every three (3) years).

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Five (5) years of progressively responsible experience in mechanical and/or maintenance field. Three (3) plus years supervisory experience in techniques, practices and methods.
- Associates Degree and/or Certificate(s) in one or more building trades, Mechanics, etc. (Preferred)
- High School Diploma or GED. (Required)
- Must have a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Skill in the use of construction, repair, and maintenance hand and power tools as well as light motorized vehicles.
- Knowledge and ability of welding, braising, and light torch work.
- Ability to read and interpret operating manuals and wiring diagrams.
- Ability to understand and follow oral and written direction.
- Ability to keep accurate records of service performed on all equipment.
- Knowledge and ability of welding, braising, and light torch work.
- Ability to establish and maintain productive working relationships with co-workers, superiors, and others.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Knowledge and ability to safely operate all equipment and vehicles.

Physical Requirements: Task involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items and occasionally very heavy (100 pounds or over) items; or may involve the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls, fine adjustments or both;

or the sustained operation, on a production basis, of such devices as offset presses with associated equipment.

Environmental Requirements: Tasks may require exposure to adverse environmental conditions.

Sensory Requirements: Task requires color perception and discrimination. Task requires sound perception and discrimination. Task requires depth perception and discrimination. Task requires texture perception and discrimination. Task requires visual perception and discrimination. Task requires oral communications ability.

POSITION DESCRIPTION

TITLE: Zoo Maintenance Superintendent
DEPARTMENT: Niabi Zoo – Facilities/Maintenance
SUPERVISOR: Zoo Director
FLSA: Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

This position contributes to the success of Niabi Zoo by developing and administering a progressive preventative maintenance program, maintaining the Zoo grounds at an exceptional level, ensuring the timely completion of repairs and improvements, providing exceptional guest experiences, and contributions to conservation and science. This position is responsible for participating in and overseeing tasks performed by the maintenance staff, and ensuring quality of work performed. This position receives assignments from the Zoo Director, who define objectives, priorities, and deadlines, and assist with unusual situations that do not have a clear precedent.

Supervises: Trades Worker II, Zoo Mechanic Fabricator, Zoo Seasonal Maintenance Laborers

PRIMARY DUTIES AND RESPONSIBILITIES:

- Performs administrative and management work in planning, organizing staff, and directing the operations of the Maintenance department.
- Monitors department operations in order to identify and evaluate the effectiveness of departmental operations, programs, or problems that need to be addressed.
- Solicits input from the Zoo Director, Assistant Director, staff, and other facilities regarding the implications, effects, and development of new policies, procedures, and programs.
- Analyzes, approves, and directs the implementation of department policies, procedures, and programs consistent with the philosophical direction and mission of the institution.
- Communicates all necessary information to appropriate staff using email, hand-held radios, etc.

- Directly supervises all full-time and part-time maintenance staff.
- Works closely with the Zoo Director and District hiring committee to select qualified department staff.
- Oversees the training of all full-time, part-time, and seasonal Maintenance Staff positions.
- Oversees the creation of monthly work schedules for all Maintenance Department positions.

- Provides direction and goals for all Maintenance positions by defining job duties, requirements, and standards of performance and communicating those requirements to employees and Zoo Administration.
- Evaluates departmental employee performance and counsels employees concerning strengths and weaknesses, recommending and overseeing disciplinary action to improve unsatisfactory performance as needed.
- Issues disciplinary action up to and including termination of departmental personnel as appropriate, and maintains the authority to adjust the grievances of departmental personnel.
- Oversees all maintenance operations to include establishing objectives and priorities and directing staff activities associated with aspects of maintenance and grounds keeping in order to ensure all operations are performed properly and in accordance with regulations.
- Receives and prepares a variety of reports and forms including purchase requests, billing invoices, attendance and leave requests, proposals, general correspondence, etc.
- Prepares and adheres to a departmental budget while continuously monitoring and controlling costs.
- Inspects facility to establish maintenance work required.
- Develops and implements a program of preventative maintenance throughout the Zoo.
- Receives and analyzes work order maintenance requests from Zoo staff, establishing priorities for completion and assigning projects.
- Inspects work performed to ensure quality and safety standards are met.
- Ensures successfully completion of vital ancillary Zoo operations.
- Manages the operation of mechanical and life support systems.
- Manages and coordinates snow and ice removals from the facility.
- Monitors and ensures Zoo vehicles and grounds equipment is maintained and serviced regularly.
- Coordinates and oversees the regular inspection of the Zoo perimeter fence and ensures damage is repaired in a timely manner.
- Supervises operations of the Zoo train ride and its operator.
- Represents the zoo and promotes its interests externally, including but not limited to representation with the AZA, contractors, vendors, and other outside agencies.
- Represents the zoo's position and interests in a well-informed, positive, and responsive manner.
- Keeps abreast of trends, information, and emerging issues related to areas of responsibility.
- Represents the zoo to external visitors, Board members, donors, media, visiting colleagues, etc.
- Interacts and communicates professionally with various groups and individuals including those who request maintenance work, subordinates, supervisors, contractors, vendors, sales representatives, consultants, and Zoo guests.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Associate's Degree in Engineering, Construction Technology, Building Trades, or related field preferred.

- Minimum seven (7) year's experience in building trades or building and grounds maintenance or closely related work experience.
- Minimum five (5) years of supervisory experience.
- Any combination of education and experience that provides the required knowledge, skills, and abilities will be considered.
- Possession of a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to operate maintenance-related equipment including vehicles, fork lift, tractor, skid steer, backhoe, hand and power tools, and building systems.
- Ability to operate office equipment including computers and calculators.
- Knowledge in the principles and practices involved in modern maintenance operations of a large and complex facility.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Ability to establish and maintain effective working relationships with staff, Niabi Zoological Society board members, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Ability to plan, assign, and direct the activities of a large group of diverse employees performing a variety of maintenance and grounds keeping activities.
- Ability to identify needs for staff development programs and to establish and implement effective employee relations.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical, and organizational skills and abilities.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.
- Acceptance of personal inconvenience for attainment of District goals.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



POSITION DESCRIPTION

TITLE: Zoo Mechanic Fabricator
DEPARTMENT: Niabi Zoo – Facilities/Maintenance
SUPERVISOR: Zoo Maintenance Superintendent
FLSA: Non-Exempt
EMPLOYMENT STATUS: Represented Employee – AFSCME 2025A
CLASSIFICATION: Zoo Mechanic Fabricator – Grade 21

BASIC FUNCTION:

Performs skilled tasks in the mechanical repair and maintenance of all vehicles and equipment at the Niabi Zoo. Fabricates items with available parts and equipment. Receives assignments from Niabi Zoo Maintenance Superintendent. Employee prioritizes work and assignments needing to be done.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Performs all maintenance and repairs on all Zoo vehicles, train, carousel, and equipment, including but not limited to work on engine, clutch, transmission, brake, exhaust systems, hydraulic systems, electrical systems, tune-ups, lubricating, oil changes and other repairs.
- Responsible for periodic preventive maintenance including setting schedule, notifying vehicle or equipment operator. Performs minor repairs to Zoo buildings and facilities.
- Maintains accurate records of maintenance. Orders supplies as needed. Aids Trades Worker I or II in responsibility of safe performance of skilled tasks with supervisor approval.
- Fabricates doors, toys, handicap ramps, etc. to facilitate completion using available parts and equipment as necessary.
- Rock Island County Forest Preserve District will supply building and zoning code book updates or issues (approximately every three (3) years).
- Shall assist in emergencies.
- Performs other job-related assignments as required.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Associates Degree and/or Certificate(s) in one or more building trades, Mechanics, etc. (Preferred)
- High School Diploma or GED. (Required)
- Five (5) years of progressively responsible experience as a mechanic.
- Must have a valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Skill in the use of construction, repair, and maintenance hand and power tools as well as light motorized construction equipment.
- Knowledge and ability of welding, braising, and light torch work.
- Ability to understand and follow oral and written direction
- Ability to establish and maintain productive working relationships with co-workers, superiors, and others.
- Ability to read and interpret operating manuals and wiring diagrams.
- Ability to keep accurate records of service performed on all equipment.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Skill in the safe operation of all equipment and vehicles.

Physical Requirements: Task involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items and occasionally very heavy (100 pounds or over) items; or may involve the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls, fine adjustments or both; or the sustained operation, on a production basis, of such devices as offset presses with associated equipment.

Environmental Requirements: Tasks may require exposure to adverse environmental conditions.

Sensory Requirements: Task requires color perception and discrimination. Task requires sound perception and discrimination. Task requires depth perception and discrimination. Task requires texture perception and discrimination. Task requires visual perception and discrimination. Task requires oral communications ability.



POSITION DESCRIPTION

TITLE: Zoo Seasonal Guest Services Attendant
DEPARTMENT: Niabi Zoo - Administration
SUPERVISORS: Guest Services Manager, Field Office Manager
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

Under the direction of the Guest Service Manager or Field Office Manager, Guest Services Attendants perform a variety of duties in providing guest services in particular operations and assistance to visitors and in some instances other staff members of the Niabi Zoo Team. Guest Services Attendants should perform all job assignments with a positive attitude that reflects the Niabi Zoo's mission and values, and must be committed to providing exceptional customer service to each guest who enters the zoo by actively engaging in meaningful guest encounters.

This position promotes and fulfills the zoo's mission by performing the daily operations of the guest service areas of Niabi Zoo. These particular areas and the staff who service them are the main points of contact for all zoo visitors and staff should seek to provide clear, consistent and direct zoo related information and general assistance with exceptional customer service.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- **Guest Services/General:**
 - Provides exceptional customer service.
 - Actively engages in meaningful guest encounters.
 - Responsible for learning about zoo operations, history, events and animal collection in order to provide guests with accurate information.
 - Provides information to the public in person or on the phone including, but not limited to: zoo hours of operation, prices/fees, regulations, programs, exhibits, special events, classes, directions, lost and found items, and zoo animal collection.
 - Answering the phone, directing calls and taking messages.
 - Attempts to rectify visitor disputes, complaints and issues as appropriate.
 - Monitors and uses zoo-wide two-way radio communications, and uses zoo-wide public address system.

- Promoting zoo programs and events including, but not limited to: ADOPT, memberships, educational camps and classes, Boo at the Zoo, Pints for Preservation, Zoofari, and Members Only Night.
- Ensures a safe environment for visitors, staff, and volunteers; monitors key areas and entrances and reports safety concerns to a supervisor in a timely manner.
- Directing deliveries, shipments and salespeople.
- Maintains a clean work environment, and assists with the general cleanliness of zoo common areas.

- **Membership:**

- Provides a great “first impression”, and exceptional customer service.
- Operates Point of Sale (POS) terminal for membership fees, adopts, donations, memorials and general zoo admission fees; includes capturing visitors’ zip codes, entering data regarding new and renewing members, handling the exchange of payment types, maintaining a cash drawer, and completing daily paperwork.
- Understands and can explain each membership category, the adopt program and what memorial and donations that the zoo offers.
- Maintains membership booth in a clean and organized manner.
- Responsible for preparing membership/Adopt packets and for mailing out any items that go with a membership done over the phone or an online transaction.
- Assists with various member events as needed.

- **Gift shop:**

- Provides exceptional customer service.
- Operates Point of Sale (POS) terminal for sales relating to merchandise and special events; includes handling the exchange of payment types, maintaining a cash drawer, and completing daily paperwork.
- Assists in receiving, pricing and stocking of store inventory.
- Maintains familiarization of merchandise to better assist guests with purchases.
- Cleans and organizes gift shop and store room areas.
- Assists in the areas of inventory, loss prevention, and merchandising.

- **Carousel:**

- Provides exceptional customer service.
- Handles the exchange of payment types and maintaining a cash drawer for the sales for carousel ticket and completing daily paperwork that goes with that.
- Assists in making sure all the machines around the carousel area are working and if not reports it to supervisor.
- Cleans and organizes the carousel and storage areas.
- Operates the carousel.
- Assists with the opening and closing procedure of the carousel station.
- Assists with supervising the loading and unloading of passengers, enforcing safety rules.

- **Ticket Sales:**

- Collect admission fees and issue appropriate change.
- Engage guests in a friendly and positive manner.
- Provide excellent customer service to guests at all times.
- Provide guests with general information about the zoo, regarding feeding times, events, etc.
- Operate the computer based ticketing system.
- Respond to inquiries from coworkers and provides assistance as needed.

- **Receptionist:**

- Answer and direct phone calls using a multi-phone system.
- Provide guests and callers with general information about the zoo.
- Communicate effectively using a hand held radio.
- Provide excellent customer service to guests at all times.
- Respond to inquiries from coworkers and provide assistance as needed.
- Assist in carrying out public giraffe feedings.

- **Lorikeet Landing Attendant**

- Collect tickets and issue the appropriate change.
- Engage guests in a friendly and positive manner.
- Provide guests with general information about the lorikeets as well as the zoo.
- Assure Lorikeets dinner is prepared and picked up at the designated times.
- Respond to inquiries from coworkers and provides assistance as needed.
- Monitor the behavior and well-being of the lorikeets and alert animal care staff to any irregularities in a timely manner.
- Maintain the Lorikeet Landing enclosure and ensure it is kept in a neat and tidy condition at all times.

- **Petting Zoo Attendant:**

- Collect tickets, sell tickets, and issue the appropriate change.
- Conduct pony rides.
- Engage guests in a friendly and positive manner.
- Provide guests with general information about the petting zoo as well as the zoo on the whole.
- Assure animal pens are serviced prior to opening, including feedings.
- Respond to inquiries from coworkers and provides assistance as needed.
- Maintain animal pens and surrounding landscaping as needed (cutting grass, pulling weeds, spreading mulch, etc.).
- Monitor the behavior and well-being of the petting zoo animals and alert animal care staff to any irregularities in a timely manner.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- Possession of a valid driver's license

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Customer service oriented

Enthusiastic, outgoing personality

Comfortable actively engaging visitors in meaningful encounters

Enjoy working with and serving diverse populations

Ability to establish and maintain effective working relationships with supervisors, co-workers, volunteers and the public

Ability to be a contributing and productive "team member"

Ability to understand and follow oral and written instructions

Ability to work safely, recognize safety hazards and apply proper safety precautions

Willingness to learn about general zoo operations

Ability to take direction yet work independently

Willingness to perform a wide variety of tasks

Detail Oriented

Self-motivated

Ability to learn quickly

Ability to have scheduling flexibility (must accommodate special events), workweekends, and holidays.

Ability to remain calm and courteous with demanding/difficult guests and/or situations

Reliable and punctual attendance habits

Be interested and enthusiastic about the zoo

Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.

Basic computer knowledge and familiarization with Microsoft products

Understanding of and ability to use basic cash handling principles

Excellent customer service skills

Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

POSITION DESCRIPTION

TITLE: Zoo Seasonal Maintenance Laborer & Train Operator
DEPARTMENT: Niabi Zoo – Facilities/Maintenance
SUPERVISOR: Zoo Maintenance Superintendent
FLSA: Non-Exempt
EMPLOYMENT STATUS: At-Will

BASIC FUNCTION:

This position contributes to the success of Niabi Zoo by maintaining the Zoo grounds and facilities in a neat, clean, and functioning order. Under general supervision performs a variety of maintenance duties to enhance and maintain the Zoo. The employee receives continuing or individual assignments from the supervisor including facility cleaning and maintenance, repairs, train operation, and landscaping. This position is under the director supervision of the Maintenance Superintendent, but also may take direction from the Assistant Zoo Director or Zoo Director in certain situations.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.

Train Conductor:

- Collect tickets and oversee loading/unloading of train passengers.
- Engage guests in a friendly and positive manner, while providing excellent customer service to guests at all times. .
- Provide guests with general information about the zoo, regarding feeding times, events, etc.
- Operate the train ride in a safe and enjoyable manner, including monitor passenger behavior to ensure safety.
- Inspects train and tracks on a regular basis and notifies maintenance staff of any irregularities.
- Ensure cleanliness of train and depot on a continual basis.
- Respond to inquiries from coworkers and provides assistance as needed.

Maintenance Laborer:

- Engage guests in a friendly and positive manner, while providing excellent customer service to guests at all times. .
- Provide guests with general information about the zoo, regarding feeding times, events, etc.
- Clean, stock, and maintain all Zoo restrooms.

- Empty and collect all trash and recycling throughout the Zoo.
- Maintain Zoo grounds through landscaping work such as mulching, weeding, trimming, and mowing.
- Perform minor upkeep and repair projects throughout the facility.
- Assist with train ride loading, unloading, and operation as needed.
- Assist full-time Maintenance Team members with various projects as needed.

POSITION REQUIREMENTS AND SPECIFICATIONS:

Education, Experience, & License Requirements:

- High school diploma or education equivalent preferred.
- Possession of a valid driver's license.

Competency and Knowledge Requirements:

- Must have excellent communication skills.
- Must have the ability to multitask.
- Must be dependable, courteous, and able to work with people of all ages.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Ability to educate guests on a variety of topics pertaining to the Zoo.
- Ability to learn and willingness to adhere to Rock Island County Forest Preserve District standards and codes, practices, policies and procedures.
- Ability to establish and maintain effective working relationships with supervisors, staff, Niabi Zoological Society board members, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical, and organizational skills and abilities.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays as needed.
- Ability to perform duties in occasionally unpleasant surroundings and adverse weather conditions.
- Must be willing to irregular hours, nights, weekends, and holidays and willing to be on call to respond to emergency incidents as needed.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.