

Team Member:		Supervisor:	Maintenance Supervisor
FLSA (Exempt/Non-Exempt):	Non-Exempt (hourly)	Position (full or part-time):	Full-time
Hours:	As per business needs	Supervises:	none
Last Updated (date & by):	January 2023,	Professional certifications/ Licenses required:	

Mission:	To enrich our community through wildlife conservation and education.
Vision:	We believe what we do changes the world. Every choice we make helps save the planet.
DEAI Statement:	<i>Ensure everyone feels welcome and valued by striving to create an environment that is as diverse as the wild spaces we are trying to protect.</i>
Core Values:	CAST Must be embraced in decisions made, work culture and behavior, and influencing others.
Create	We have a culture that welcomes all. We build equitable experiences and relationships with our guests and team. We are innovative with education, wellness, and conservation. We cultivate memories, experience, and empathy.
Adapt	We listen and include others. We are flexible to accept change and changing priorities. We accept responsibility and we work well with others even in difficult circumstances.
Steward	We care for tomorrow today. We set good examples. We are honest in our communications and lead others well. We value diversity. We keep our promises. We provide education to our team and guests while we continue to educate ourselves. We protect our animals, our guests, and our team.
Transparent	We share information timely and accurately. We are trusted with confidential information. We have high ethical standards. We are authentic. We believe that transparency is the foundation for building trusting relationships. We value diversity, equity, accessibility, and inclusion.

Schedule:	Full-time hours necessary to complete work assignments.
50%	Completing repairs, assigned work pertaining to work orders submitted
30%	Preventative maintenance on equipment
20%	Other or General Duties

Position Mission:

This position supports the organization by ensuring facilities and grounds are safe, operating efficiently and repaired when needed. You bring significant value because of the care and support you provide to maintain the bones of the place, providing a safe environment for the animal collection and our guests. You contribute to the bottom line by delivering quality experiences that increase our guest visits. As a member of the maintenance team, you are responsible for daily inspection, repair of equipment, building operating systems, fleet, and infrastructure.

Essential Functions:

Core

- Performs general maintenance duties on zoo grounds and in zoo facilities.

- Able to examine, diagnose, and repair problems with building systems and equipment.
- Performs maintenance duties including rough carpentry, plumbing, cement, welding, and minor electrical repair work.
- Performs building repairs involving glass replacement, installing doors, making, and installing wood projects such as shelving, electric light units, or other needs.
- Performs preventative maintenance and repair work on a wide variety of engines, pumps, motors, compressors, piping, electric controls, boilers, H-VAC units for heating and cooling, furnace systems, hydraulics, filter systems, and switches.
- Paints walls and other spaces – both interior and exterior.
- Conducts snow removal.
- Assists with minor preventative maintenance or repair work on light duty fleet vehicles.
- Assists with special projects, and performs additional duties as assigned.
- Ensures that appropriate safety requirements are always followed.

General Responsibilities:

- Maintain a professional, courteous, and tactful demeanor with all guests and co-workers.
- Work alongside TEAM members making choices today, in line with the Topeka Zoo and Conservation Mission.
- Support FOTZ's strong relationship culture through ongoing contact (internal, external, vendor, BOD, and stakeholders)
- Provide superior service by resolving problems efficiently and responding timely.
- Identify and implement solutions to problems in general and urgent matters.
- Actively seek to add and enhance knowledge regarding developments and current trends in the industry that will serve FOTZ's needs
- Work collaboratively with staff to maintain a team environment to accomplish the tasks necessary to serve and support the organization.
- Flexible to accept additional assignments as requested by leadership.
- Professionalism while representing FOTZ (onsite, professional, and community events and via communications)
- Participate and attend meetings as requested.
- Timely responses to inquiries for information to customers, staff, and vendors
- Answer telephone calls and provide a prompt response.
- Comply with federal, state, and local laws and regulations.
 - Follow FOTZ policies and procedures.
- Other duties as assigned.

Performance Measurements & Primary Accountability:

- Accurate and timely processing of work
- Collaborative relationships are developed and maintained with guests and staff (internal and external)
 - Team player that accomplishes work tasks in collaboration with others
 - Ability to change while accepting and supporting management decisions.
- Achievement of objectives as outlined by leadership.
- Arrive and depart from work timely per schedule.

Qualifications: (Knowledge, Skill, and Ability)

- Possession of a valid driver's license.
- Strong analytical skills
- Computer literacy MS Products

- Ability to multi-task in a fast-paced environment with multiple interruptions
- Exceptionally detailed and organized.
- Ability to work independently and be self-motivated.
- Ability to meet deadlines and work under pressure with little or no supervision.
- Ability to prioritize, organize and manage work effectively and efficiently to accomplish tasks while managing multiple projects at the same time and delivering friendly service.
- Ability to problem solve rationally using common sense.
- Ability to interpret a variety of instructions either written, oral, diagram, schedule, or electronic formats
- Effective communicator (verbal, written, and body language)
- Excellent customer service skills
- Ability to respond to emergency situations.

Physical Demands:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Ability to routinely lift, carry, or move fifty (50) pounds.
- Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- Ability to regularly walk assigned area several times per day and efficiently enter all enclosures.
- Ability to safely handle and operate hand tools, power tools, and other equipment necessary to conduct assigned tasks.
- Ability to frequently reach with hands and arms. Along with the ability, be able to bend, lift, pull, twist, push, squat, and drag. Have good "hand/ eye" coordination, lift a decent amount of weight.
- Ability to document pertinent information on animals and facilities. Proficient in the use of computer, Word, and Excel software. Ability to communicate effectively.
- Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- Have good time management while showing productivity.
- Ability to multitask, work in a fast-paced environment, engage appropriately with the public, and work independently and as part of a team is expected.
- Follows all applicable standards and policies set forth by the TZCC, AZA, and USDA.
- Regular attendance and punctuality are essential functions of the position.

Work Environment:

- Regularly exposed to outdoor weather conditions.
- This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- Interaction with staff and customers, including demanding or difficult customers and/or situations.
- Although most work performed is within scheduled hours, some irregular hours on evenings, weekends, and holidays may be necessary. Willingness to work flexible schedules when necessary, including weekends, holidays, and nights.
- Knowledge of the dangers & precautions taken in handling & working around dangerous animals.
- Able to adapt to constant change, pressure, and stressful situations when around animals and guests.
- Able to stay calm, respond quickly when emergencies occur.

This job description does not state nor implies that these are the only activities to be performed by the team member holding this position. Staff is required to follow other job-related instructions and to perform other job-related responsibilities as requested by management.



Maintenance Technician *Job Description*

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodation will be made which may pose serious health or safety risk to the team member or others or which impose undue hardships on The Practice. An individual seeking an accommodation should contact Human Resources immediately.

- I can perform this job without accommodation.**
- I need an accommodation to perform this job.**

Job descriptions are not intended to and do not create employment contracts. Team members can be terminated at any time, for any reason not prohibited by law.

FOTZ is an at-will employer.

Team Member signature:

Date submitted: