

Team Member:		Supervisor:	Marketing & Events Director
FLSA (Exempt/Non-Exempt):	Exempt (salary)	Position (full or part-time):	Full-time
Hours:	Primarily Mon-Fri, some nights/weekends	Supervises:	Seasonal exhibits staff, volunteers
Last Updated (date & by):	Feb 2025, FM	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:	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:</i>	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:	Jan-Oct: Primarily Mon-Fri, Nov-Dec: Blended between daily duties and evening Zoo Lights operations
60%	Provides supervision and coordination for installation, maintenance, and deinstallation of Zoo Lights event
30%	Fabrication of displays, props, scenery, technology.
10%	Other or General Duties

Position Mission: This position supports the organization by overseeing the planning, installation, maintenance, and deinstallation of the annual Zoo Lights event, as well as coordinating the setup and breakdown of rotating seasonal exhibits throughout the year. This includes designing and building displays, integrating lighting and technology, managing the inventory, and ensuring the safe storage of equipment and supplies. The Zoo Lights Manager plays a key role in ensuring the grounds are safe and accessible for foot traffic, maintaining a festive and welcoming atmosphere for all seasonal offerings. You bring significant value by delivering high-quality guest experiences that contribute to increased visitation and support the community and zoo environment. As the supervisor for the Zoo Lights team, you are responsible for delegating tasks to staff and volunteers, coordinating efforts across teams, collaborating with third-party vendors for temporary exhibits (e.g., Dinosaurs, Washed

Ashore, LEGO®, Photo Ark and may even be a lighting company), ensuring proper resources and training, and making purchases as directed by each event's plan. Your leadership ensures the successful execution of both annual and seasonal events while fostering a positive and effective team environment.

Essential Functions: This position is responsible for overseeing the entire Zoo Lights event and the coordination of seasonal exhibits throughout the year. This includes planning, design, installation, maintenance, and deinstallation of displays, lighting, and holiday décor, as well as exhibits such as Dinosaurs, Washed Ashore, LEGO®, and Photo Ark. The Zoo Lights Manager ensures all aspects of these events run smoothly by coordinating with staff, volunteers, internal departments, and third-party vendors—including external Zoo Lights production companies and exhibit providers. Responsibilities include managing inventory and equipment storage, maintaining the safety and cleanliness of guest areas, and overseeing the integration of technology into displays. The manager also handles logistics such as delivery, scheduling, equipment coordination, setup, tear down, and layout planning. This role is key to creating a welcoming, festive, and immersive atmosphere for guests, while also supporting team members through training, resources, and effective task delegation. All efforts align with the zoo's mission and guest experience standards.

Core

- Plan, organize, and direct all aspects of the Zoo Lights event, including the installation, maintenance, and deinstallation of displays, ensuring all deadlines are met efficiently.
- Diagnoses, troubleshoot, and repair issues with displays, lighting equipment, and technology to ensure they operate correctly throughout the event.
- Oversee fabrication and maintenance tasks for Zoo Lights, which may include rough carpentry, minor electrical work, and handling light-duty repairs for displays and structures.
- Collaborate in the planning of the Zoo Lights event, including designing the physical environment and integrating auditory elements to create an immersive guest experience.
- Hire, supervise, and manage Zoo Lights team members and external vendors, ensuring that all personnel have the necessary resources and training to perform their roles.
- Ensure staff and volunteers are properly trained, certified (when applicable), and provided with necessary materials and equipment for safe and effective performance.
- Coordinate volunteer work sessions, directing activities, ensuring tasks are completed, and fostering a positive and collaborative environment.
- Maintain project-planning documentation, including tracking lists, schedules, and task assignments to keep the event on track and ensure timely completion.
- Manage event-related purchases within the established budget, ensuring resources are used effectively and in line with the event's requirements.
- Ensure all safety protocols and regulations are adhered to by staff, volunteers, and vendors, creating a safe working environment throughout the installation and event duration.
- Collaborate on the planning and execution of seasonal exhibits throughout the year, working closely with internal teams and third-party companies. Manage the logistics of exhibit delivery, setup, tear down, and storage, including coordination of equipment, scheduling, and layout planning. Ensure all installations enhance the guest experience and align with the zoo's mission and aesthetic standards.

General Responsibilities:

- Maintain a professional, courteous, and tactful demeanor when interacting with guests, co-workers, and external partners.
- Lead and support team members in alignment with the Topeka Zoo and Conservation Mission, ensuring decisions are in line with organizational values.

- Foster strong relationships through ongoing communication with internal teams, external partners, vendors, the Board of Directors (BOD), and key stakeholders.
- Deliver superior service by resolving issues promptly and addressing concerns with urgency and efficiency.
- Proactively identify solutions to problems, both in day-to-day operations and urgent situations.
- Stay informed on current industry trends and developments that can benefit the zoo, actively seeking opportunities for professional growth.
- Represent FOTZ professionally in all settings, including onsite activities, community events, and communications.
- Participate in meetings as required and contribute to team discussions and planning.
- Respond to customer, staff, and vendor inquiries in a timely and helpful manner.
- Answer telephone calls and provide prompt, professional responses.
- Adhere to all applicable federal, state, and local laws and regulations.
- Follow FOTZ's policies and procedures to ensure consistency and compliance.
- Perform other duties as assigned to support the mission of the zoo.

Supervisor-

- Hire, train, guide, encourage, develop, and coach staff.
 - Create and hold staff accountable for performance objectives that align with the overall mission and values.
- Daily performance management
- Train and cross-train staff to ensure a comprehensive understanding of the Department and specific tasks for their roles.
 - Ensure uniformity of processes, tasks, and expectations
- Provide counsel and support to staff.
 - Ensure issues are addressed consistently and fairly.
- Leadership and mentor for staff
- Position tasks
 - Oversee and manage the annual evaluation and compensation review process for staff (direct reports)
 - Implement work procedures and processes to increase efficiency and productivity.
 - Monitor, review and approve expense invoices.
 - Manage employee policies and issues.
 - Ensure staff coverage to meet the needs.
 - Regular visits with staff to evaluate day-to-day operations.
- Regularly advise leadership.
- Regularly represent the organization at community events and networking functions

Performance Measurements & Primary Accountability:

- Timely and accurate completion of work tasks, ensuring all deliverables are met with attention to detail.
- Strong, collaborative relationships with guests, staff, and stakeholders are maintained, contributing to a positive work culture.
- Demonstrate teamwork by accomplishing tasks in collaboration with others.
- Ability to adapt to change, accepting and supporting management decisions positively.
- Achievement of individual and team objectives as set by leadership.
- Consistent and reliable attendance, arriving and departing work on time as scheduled.

Qualifications: (Knowledge, Skill, and Ability)

- Proven experience in event planning, management, and execution, ideally in large-scale, outdoor events or similar environments.
- Knowledge of lighting systems, electrical components, and the ability to troubleshoot, diagnose, and repair various types of displays and equipment.
- Basic to intermediate carpentry and construction skills with the ability to safely and efficiently handle minor electrical work.
- Strong leadership and supervisory skills with prior experience managing staff, volunteers, and external vendors.
- Excellent project management skills, including the ability to coordinate tasks, track progress, and manage multiple teams or work groups simultaneously.
- Effective communication skills with the ability to engage with guests, staff, volunteers, and vendors in a professional and friendly manner.
- Ability to work under pressure and handle multiple tasks with tight deadlines while maintaining high-quality performance.
- Ability to maintain a clear focus on safety, ensuring all team members and volunteers are trained on and adhere to safety protocols.
- Ability to work in varied weather conditions and potentially physically demanding environments during the installation, execution, and teardown phases of the event.
- Knowledge of budgeting and purchasing practices, with the ability to manage purchases within set budgets and maintain accurate records of expenses.
- Flexibility and adaptability to rapidly changing priorities or situations, especially in a dynamic event setting.
- Ability to work evenings, weekends, and during special events as required by the event schedule.

Physical Demands:

- **Mobility & Physical Requirements:** The ability to frequently walk across the assigned area, and perform physical tasks such as reaching, bending, kneeling, lifting (up to 50 pounds), pulling, twisting, pushing, squatting, and dragging. This requires good hand-eye coordination and physical stamina to sit, stand, or move intermittently throughout the workday.
- **Indoor/Outdoor Work:** This role requires flexibility to work both indoors and outdoors in varying environmental conditions, including extreme temperatures, inclement weather, and possibly wet, icy, or muddy conditions. Exposure to hay, dust, and other outdoor elements is common.
- **Vision & Concentration:** Must have the ability to read computer screens, emails, and documentation, while maintaining focus on detailed information for extended periods. Requires good vision abilities, including close vision, color vision, peripheral vision, and depth perception.
- **Safety & Compliance:** A critical aspect of this role is ensuring safety in the work environment by exercising caution to prevent accidents. Must adhere to safety standards and comply with all relevant regulations and policies, including those set by TZCC, AZA, and USDA.
- **Multitasking & Time Management:** The role demands strong organizational skills with the ability to multitask effectively in a fast-paced environment. Must manage time efficiently, stay productive, and prioritize tasks while engaging with the public and working collaboratively as part of a team or independently.
- **Attendance & Punctuality:** Regular attendance and punctuality are essential for this position.
- **Documentation & Computer Skills:** Proficiency in documenting pertinent information and utilizing computer software (e.g., Word, Excel) is required, along with strong communication skills.
- **Vehicle Operation:** Ability to operate golf carts and on-the-road vehicles as part of job responsibilities.

Work Environment:

- **Customer & Staff Interaction:** Ability to effectively engage with staff and visitors, including handling challenging situations or difficult customers.
- **Flexible Scheduling:** Willingness to work irregular hours, including evenings, weekends, and holidays, as needed to meet the demands of the role.
- **Animal Safety Awareness:** Knowledge of safety protocols and precautions when handling or working around dangerous animals.
- **Vehicle Operation:** Ability to safely operate a golf cart and other zoo vehicles as required.
- **Adaptability & Stress Management:** Capable of adapting to changing circumstances, managing pressure, and maintaining composure in stressful situations involving animals and guests.
- **Emergency Response:** Able to stay calm and respond swiftly and effectively in emergency situations.

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

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: