

<b>Team Member:</b>		<b>Supervisor:</b>	Facilities Director
<b>FLSA (Exempt/Non-Exempt):</b>	Non-Exempt (hourly)	<b>Position (full or part-time):</b>	FT, PT, Seasonal
<b>Hours:</b>	As per business needs	<b>Supervises:</b>	none
<b>Last Updated (date &amp; by):</b>	2025, fm	<b>Professional certifications/ Licenses required:</b>	

<b>Mission:</b>	To enrich our community through wildlife conservation and education.
<b>Vision:</b>	We believe what we do changes the world. Every choice we make helps save the planet.
<b>DEAI Statement:</b>	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.
<b>Core Values:</b>	Must be embraced in decisions made, work culture and behavior, and influencing others.
<b>Create</b>	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.
<b>Adapt</b>	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.
<b>Steward</b>	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.
<b>Transparent</b>	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.

<b>Schedule:</b>	Flexible schedule, including weekends, holidays, and some evening hours.
50%	Maintain cleanliness of buildings, restrooms, rental spaces, grounds, pathways
30%	Re-stock supplies, communicate needs, turn in work orders
20%	Other or General Duties

**Position Mission:** This role plays a vital part in creating a welcoming and safe environment, ensuring that every guest enjoys a high-quality experience. You bring exceptional value by taking pride in your work and maintaining a clean, safe, and pleasant atmosphere for our visitors. Your dedication directly impacts on the overall guest experience, helping to foster memorable moments and encouraging repeat visits. By upholding the highest standards of cleanliness and safety, you contribute to the success and positive reputation of our organization.

**Essential Functions:** As an integral part of our Facilities team at Friends of the Zoo, you'll be the behind-the-scenes hero ensuring the Topeka Zoo remains a pristine, welcoming destination for every guest. This position is all about maintaining the cleanliness and upkeep of the zoo's grounds, buildings, and pathways. Your attention to detail and dedication to a spotless environment directly impact on the overall guest experience, creating a

memorable, enjoyable visit. From maintaining spotless public spaces to ensuring pathways are inviting, your work is key to upholding the zoo's reputation as a clean, safe, and friendly destination.

#### Core

- **Daily Procedures:** Carry out all assigned opening and closing procedures, ensuring all areas are properly prepared for the start and end of each day.
- **Restroom Maintenance:** Keep restrooms clean, stocked, and clear of any debris. Ensure they are well-maintained throughout the day to provide a positive guest experience.
- **Supply Management:** Communicate promptly when supplies are running low and assist with reordering to maintain proper inventory levels.
- **Grounds Maintenance:** Regularly clear trash and debris from zoo grounds, walkways, perimeter fence lines, and trash receptacles to ensure a pristine environment.
- **Snow Removal:** Assist with snow and ice removal during the winter months to ensure safe and accessible pathways for visitors.
- **Lawn Care:** May need to assist with mowing, trimming, and general upkeep of the zoo's landscaping to maintain its beauty and cleanliness.
- **Small Maintenance Projects:** Support small maintenance tasks and projects as needed, including basic repairs and upkeep of buildings, pathways, and grounds.
- **Equipment Operation:** Safely operate small machinery and utility vehicles to aid in grounds upkeep and efficient operations.
- **Animal Area Maintenance:** Help maintain cleanliness in high-traffic animal viewing areas and surrounding grounds, ensuring a safe, clean, and enjoyable experience for visitors.
- **Building Cleanliness:** Ensure building lobbies are clean and presentable, including sweeping, mopping, and removing any debris.
- **Safety and Compliance:** Adhere to all safety protocols when handling equipment, materials, cleaning agents or performing tasks. Respond promptly and effectively to emergencies and spills to minimize risk and disruption.
- **Sustainability Practices:** Support the zoo's sustainability efforts by following eco-friendly cleaning and waste management practices, including recycling and using non-toxic products when possible.
- **Guest Interaction:** While performing duties, be aware of guest needs and ensure they're not obstructed by work tasks. Assist guests with questions or directions when needed.
- **Professionalism:** Always maintain a professional image while in uniform and when communicating via two-way radio. Represent the zoo with pride and courtesy.
- **Event Support:** Attend and assist with the setup, cleanup, and maintenance during FOTZ daytime, evening, weekend, and special events, ensuring cleanliness and safety during each event.
- **Team Collaboration:** Work closely with other departments, including animal care, guest services, and maintenance, to ensure the smooth operation of zoo functions.
- **Window and Surface Cleaning:** Ensure the cleaning and maintenance of all windows, including viewing windows into animal areas, doorways, and windows in rental spaces and venues, maintaining a clear and pristine view for guests.
- **Deep Cleaning:** Perform deep cleaning of all buildings, including bathrooms, rental spaces, and kitchen areas, on a routine basis to uphold high standards of cleanliness and sanitation throughout the facility.
- **Additional Duties:** Perform other duties as assigned to support the overall cleanliness and functionality of the zoo, contributing to a positive guest experience.

**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.

**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)**

- Must be at least 16 years old, legally able to work in the US, and pass a background check.
- Must be energetic and have a positive personality.
- Possess basic problem-solving skills.
- Reliable and punctual attendance habits.
- Ability to establish and maintain effective working relationships with co-workers.
- Ability to work in a team environment and independently as needed.
- Ability to work in varied weather conditions and environments.
- Able to self-motivate and take initiative without direct supervision.
- Ability to engage and communicate effectively with guests of all ages through good listening skills.
- Ability to adapt to a fast-paced working environment.
- Friendliness, enthusiasm, and a positive and professional attitude.
- Strong organizational skills and the ability to coordinate multiple projects.
- Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Ability to communicate effectively, both verbally and in writing, with staff, clients, and the business community.
- Commitment to the mission of the Topeka Zoo and its Core Values.

**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.**



**Environmental Services**  
*Job Description*

Team Member signature:

Date submitted: