

<b>Team Member:</b>		<b>Supervisor:</b>	Maintenance Supervisor
<b>FLSA (Exempt/Non-Exempt):</b>	Non-Exempt (hourly)	<b>Position (full or part-time):</b>	Full-time
<b>Hours:</b>	As per business needs	<b>Supervises:</b>	none
<b>Last Updated (date &amp; by):</b>	March 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>	As a full-time role, this position requires the necessary working hours to carry out tasks. May include an occasional evening or weekend.
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 zoo by ensuring facilities and grounds are well-maintained and operating efficiently. Your efforts contribute directly to a safe, clean, and functional environment for both the animal collection and zoo guests. As a member of the maintenance team, you are responsible for general upkeep, repairs, and small projects across zoo facilities and grounds.

**Essential Functions:** The Maintenance Worker is responsible for performing general maintenance tasks and small repairs across zoo facilities and grounds. This includes routine upkeep such as painting, carpentry, plumbing, and equipment repairs, as well as supporting landscaping and seasonal duties like snow removal. The role also involves assisting with small projects, conducting preventative maintenance, and collaborating with other departments to ensure the zoo's facilities are safe, functional, and well-maintained. The Maintenance Worker plays a key part in maintaining a clean, safe, and enjoyable environment for both animals and guests.

#### **Core Responsibilities:**

##### **General Maintenance & Repairs:**

- Perform routine maintenance tasks such as painting, minor carpentry, patching walls, and general upkeep across zoo facilities and grounds.
- Handle small repairs and maintenance of equipment, furniture, and infrastructure, including doors, windows, flooring, and fixtures.
- Assist with landscaping duties, including snow removal, trash removal, lawn care when needed, and general grounds maintenance.
- Perform basic plumbing repairs such as unclogging drains, fixing leaks, and replacing worn-out parts.
- Pay attention to detail to ensure all tasks are completed to a high standard, maintaining the functionality and appearance of the facility.

##### **Small Projects & Improvements:**

- Assist with small-scale construction and renovation projects, such as fence repairs, cleanup, or demolition to enhance spaces.
- Support the installation of shelving, furniture assembly, and other modifications to workspaces or facilities.
- Assist with minor improvements to buildings and equipment, ensuring all details are accounted for in project execution.

##### **Preventative Maintenance & Upkeep:**

- Conduct routine checks on non-specialized equipment and building systems to ensure proper functioning and prevent costly breakdowns.
- Assist with the upkeep of equipment, vehicles, and other assets used in facility management.
- Focus on details during routine checks to identify small issues before they become larger problems.

##### **Collaboration & Teamwork:**

- Work with other departments to coordinate maintenance tasks that impact zoo operations.
- Communicate effectively with maintenance team members and collaborate to achieve overall maintenance goals.

##### **Safety Compliance & Training:**

- Follow all safety procedures and protocols when handling tools, equipment, and materials.
- Participate in safety training and adhere to workplace safety standards, including the proper use of personal protective equipment (PPE).
- Assist in maintaining a clean and safe work environment, with a keen eye for safety hazards.

##### **Inventory Management & Safety Inspections:**

- Help monitor and maintain stock levels for tools, parts, and materials needed for maintenance tasks.
- Inspect fire extinguishers and ensure first aid kits are properly stocked and in compliance with safety standards.
- Pay attention to detail when tracking inventory to ensure accurate levels and timely replenishment.
- Notify the Maintenance Supervisor when supplies are running low and assist in replenishing stock.

##### **Mechanical Room Maintenance:**

- Ensure mechanical rooms are kept clean, organized, and free of debris.
- Notify the Maintenance Supervisor if any clutter or debris is found and that could affect the functionality or safety of the mechanical areas.
- Maintain a high standard of cleanliness and organization, focusing on the details of the space.

##### **Customer Service & Guest Interaction:**

- Interact with guests in a friendly, professional, and courteous manner.
- Address questions, provide information about maintenance work, and assist in any disruptions caused by maintenance activities.

- Be approachable and helpful to ensure a positive experience for guests and staff in public areas.

#### **Snow Removal & Seasonal Tasks:**

- Assist with snow removal duties and other seasonal maintenance tasks to ensure the zoo is accessible and safe during all seasons.

#### **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)**

- High school diploma or equivalent required.
- Prior experience in general maintenance or facility upkeep preferred.
- Strong attention to detail with the ability to perform maintenance tasks to a high standard.
- Proficient in using basic hand tools, power tools, and maintenance equipment safely and effectively.
- Knowledge of general maintenance tasks, including basic plumbing, carpentry, painting, and minor repairs.
- Strong problem-solving skills with the ability to troubleshoot and address issues independently.
- Ability to prioritize and manage time effectively in a fast-paced environment.
- Knowledge of safety regulations, procedures, and proper use of personal protective equipment (PPE).
- Ability to perform safety checks and ensure compliance with safety standards (e.g., fire extinguishers, first aid kits).
- Effective communication skills to interact with team members, other departments, and guests.

- Friendly, professional, and approachable demeanor when addressing maintenance concerns or disruptions with guests.

**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**



## **Maintenance Worker**

### *Job Description*

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: