

Team Member:		Supervisor:	Chief Veterinary Officer
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):	Feb 2025, FM	Professional certifications/ Licenses required:	Kansas Registered Veterinary Technician License

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.
Core Values:	Must be embraced in decisions made, work culture and behavior, and influence 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, experiences, 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 entrusted 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:	As a full-time role, this position requires the necessary working hours to carry out tasks.
50%	Medical care for patients, preventative care
30%	exams
20%	General Duties

Position Mission: This position supports the organization by ensuring the delivery of quality animal healthcare while also creating memorable and meaningful experiences for our guests. Your expertise in animal health plays a vital role in maintaining the well-being of the animals and enhancing the overall guest experience. By assisting the Zoo Veterinarian with clinical, medical, technical, and clerical tasks, you contribute to the success of the zoo and help drive increased guest visits.

Essential Functions: The Veterinary Technician will assist the Zoo Veterinarian in providing medical care to the animals, including performing clinical procedures, administering treatments, and conducting diagnostic tests. This role also involves maintaining accurate medical records, preparing and sterilizing equipment, assisting in surgeries, and ensuring the overall health and well-being of the animals. Additionally, the Vet Tech will complete administrative and clerical tasks as needed, contributing to the smooth operation of the veterinary care team.

Core Responsibilities:

- **Animal Health Program Support:** Assist with maintaining the Animal Health program, including the upkeep of hospital equipment and facility, and scheduling preventative maintenance in accordance with the Veterinary Health Care Program. Ensure compliance with regulatory agencies and maintain positive communication with coworkers, volunteers, and visitors.
- **Medical Procedures:** Assist in medical procedures by setting up equipment for surgery, immobilization, and anesthesia. Induce and monitor anesthesia, prepare animals for surgery, and ensure all equipment is functioning properly.
- **Animal Care:** Provide care to animals in the hospital and quarantine, including setting up housing, administering prescribed treatments, cleaning, feeding, and providing enrichment activities.
- **Laboratory Services:** Manage the Parasitology schedule, collect and process samples, and handle shipments or transfers. Organize protocols for additional lab procedures as necessary.
- **Pharmacy Management:** Maintain inventory of medical supplies, purchase and restock as needed, and dispose of expired inventory.
- **Documentation & Record-Keeping:** Ensure accurate and timely documentation of treatments, procedures, and animal health records, maintaining confidentiality and adhering to regulatory guidelines.
- **Emergency Care:** Assist in providing emergency medical care for injured or critically ill animals, ensuring the proper stabilization and treatment protocols are followed.
- **Collaboration & Team Support:** Work closely with the Zoo Veterinarian, veterinary team, and other departments to coordinate and provide comprehensive care for the animals.
- **License Maintenance:** Maintain required professional licenses (e.g., State of Kansas Registered Veterinary Technician license) and complete any continuing education requirements to stay current with industry standards and regulations.

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)

- **Education & Licensing:** associate degree in veterinary technology (or equivalent) from an accredited institution. Must obtain a State of Kansas Registered Veterinary Technician license upon hire.
- **Experience:** Minimum of one year in animal care (preferably in a zoo setting), or an equivalent combination of education and experience demonstrating the required knowledge and skills.
- **Reliability & Attendance:** Consistent and punctual attendance, with a strong commitment to high-quality performance.
- **Driver's License:** Possession of a valid driver's license.
- **Technical Skills:** Strong analytical skills and proficiency in MS Office Suite (Word, Excel, etc.). Ability to adapt to new software as needed.
- **Multitasking & Organization:** Exceptional multitasking abilities in a fast-paced environment, with strong organizational and time management skills. Able to prioritize and manage multiple projects simultaneously while delivering excellent service.
- **Independence & Problem Solving:** Self-motivated and able to work independently, applying common sense and rational thinking to solve problems effectively.
- **Communication & Customer Service:** Excellent verbal and written communication skills, with the ability to interact positively with staff, guests, and the public. Strong focus on providing excellent customer service.
- **Animal Care & Safety Knowledge:** Solid understanding of animal husbandry, including the dietary needs and care requirements of zoo animals. Knowledge of safety protocols for working with dangerous animals.
- **Emergency Response:** Ability to respond effectively to emergencies and follow established protocols.
- **Training & Development:** Familiarity with animal training techniques, with a willingness to learn and be critiqued for continuous improvement.

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:

- Regularly exposed to outdoor weather conditions.
- 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.
- Able to adapt to constant change, pressure and stressful situations when working with animals.
- Able to stay calm, respond quickly when emergencies occur.

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 accommodation should contact Human Resources immediately.

- ☐ **I can perform this job without accommodation**
☐ **I need 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: