

<b>Team Member:</b>		<b>Supervisor:</b>	Chief Executive Officer (CEO)
<b>FLSA (Exempt/Non-Exempt):</b>	Exempt	<b>Position (full or part-time):</b>	Full-time
<b>Hours:</b>	As per business needs	<b>Supervises:</b>	Not applicable
<b>Last Updated (date &amp; by):</b>	9/2025, CC	<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>	Full-time, hours necessary to complete work assignments.
20%	Strategic Leadership & Planning: Developing and executing HR strategy aligned with the Zoo's mission and goals.
20%	Talent Acquisition & Workforce Development: Overseeing workforce planning and succession, recruitment, onboarding, training, and internal development programs
15%	Employee Relations & Culture: Managing staff engagement, morale, team culture, and conflict resolution.
15%	Compensation & Benefits Management: Overseeing compensation strategy, including workers compensation and insurance quotes, benefits administration, and pay equity.
10%	Compliance, Policies, and Risk Management: Ensuring legal and organizational compliance with employment and safety laws.
10%	HR Operations & Data Management: Managing personnel records, reporting, and process optimization.
10%	Cross-Departmental Collaboration & Outreach: Attending Zoo events, staff meetings, and representing HR on cross-functional teams.



## **Human Resources Professional**

### *Job Description*

**Position Summary:** The Human Resources Professional at the Topeka Zoo & Conservation Center is an experienced, dynamic, and mission-driven leader that manages all aspects of human resources strategy and operations. They will serve as a strategic partner to executive leadership, shaping a people-first culture that supports the Zoo's mission of conservation, education, and community engagement.

This is a key leadership role responsible for developing and implementing HR policies and programs related to recruitment, onboarding, compensation and benefits administration, employee relations, performance management, and ensuring compliance with Zoo policies and legal regulations.

#### **Key Responsibilities:**

- **Strategic Leadership:**
  - Develop and execute HR strategies aligned with the Zoo's strategic goals and values.
  - Serve as a trusted advisor to senior leadership on all people-related matters.
  - Lead workforce planning initiatives to support organizational growth and succession.
- **Talent Management & Development:**
  - Oversee recruitment, onboarding, and retention strategies to attract and retain top talent.
  - Design and implement employee training, professional development, and leadership programs.
  - Foster a high-performance, inclusive, and collaborative workplace culture.
- **Compliance & Risk Management:**
  - Ensure compliance with federal, state, and local employment laws and regulations.
  - Develop and update HR policies, procedures, and employee handbook.
  - Manage workplace investigations and employee relations matters with fairness and confidentiality.
- **Compensation & Benefits:**
  - Oversee administration of compensation, benefits, and performance evaluation systems.
  - Benchmark compensation and benefits programs to ensure competitiveness.
- **HR Operations & Systems:**
  - Optimize the use of data management and other technologies for efficiency and reporting.
  - Oversee accurate and confidential recordkeeping and reporting functions.

#### **Qualifications:**

##### **Required:**

- Bachelor's degree in Human Resources, Business Administration, or a related field.
- Minimum of 5-7 years of progressive HR leadership experience.
- Demonstrated success in developing HR strategy and managing HR operations.
- Strong knowledge of employment laws and HR best practices.

##### **Preferred:**

- HR Certification (e.g., SHRM-SCP, SPHR).
- Experience in a nonprofit, zoo, museum, or cultural institution setting.

##### **Skills:**

- Excellent communication, interpersonal, and leadership skills.
- Proven ability to manage sensitive and confidential issues with integrity.
- Ability to work effectively with diverse teams and individuals.

- Proficiency in data management systems and Microsoft Office Suite.

### **Key Performance Measures:**

#### **1. Talent Acquisition & Retention**

- Time-to-fill: Average number of days to fill open positions.
- Turnover rate: Annual voluntary and involuntary turnover compared to industry benchmarks.
- Retention rate of high performers: Especially within critical roles (e.g., animal care, education, development).

#### **2. Employee Engagement & Satisfaction**

- Employee engagement score: Results from annual staff satisfaction or engagement surveys.
- Participation rate in engagement surveys: A reflection of employee trust and culture.
- Internal promotion rate: % of leadership or key roles filled internally.
- Number of actionable improvements implemented based on employee feedback.

#### **3. Compliance & Risk Management**

- Zero legal or regulatory violations: Compliance with employment laws, OSHA standards, and zoo-specific regulations.
- Completion rate of mandatory training: For harassment prevention, safety, orientation, etc. (e.g., 100% completion within 30 days).
- Timeliness in resolving HR issues: Average time to close employee relations cases or grievances.

#### **5. Training & Development**

- Training hours per employee per year: Especially in leadership development, benefit packages, etc.
- Participation in professional development programs: % of staff engaging in optional growth opportunities.
- Effectiveness of training programs: Post-training survey results or skill assessments.

#### **6. Compensation & Benefits Management**

- Market competitiveness of pay structures: Based on annual benchmarking and alignment with budget.
- Benefits utilization rate: % of staff enrolled in and using key benefits (healthcare, EAPs, retirement, etc.).
- Cost-effectiveness of HR programs: Keeping benefit costs within budget without compromising quality.

#### **7. HR Operations & Strategic Leadership**

- Data accuracy & reporting timeliness: Reliable data for decision-making.
- HR budget adherence: Managing expenses within allocated resources.
- Strategic HR initiatives delivered on time: e.g., rolling out a new performance management system or onboarding platform.

### **Physical Demands**

While this role is primarily office-based, the following physical and environmental demands are associated with the position:

#### **General Physical Requirements**

- Frequent sitting at a desk and working on a computer for extended periods (up to 6–8 hours/day).
- Frequent standing and walking, including movement between office areas and across the Zoo campus.
- Occasional bending, reaching, stooping, or kneeling during filing, meetings, or facility visits.
- Ability to lift and carry materials such as office supplies, laptops, or documents weighing up to 20 lbs.



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### **Mobility & Environmental Conditions**

- Ability to traverse zoo grounds (indoors and outdoors) to engage with teams in animal care, education, guest services, etc.
- Exposure to variable outdoor conditions, including heat, cold, rain, and uneven surfaces when attending staff events, facility tours, or team meetings throughout the zoo.
- Occasional attendance at after-hours events, such as fundraisers, staff celebrations, or community outreach programs, which may involve standing or walking for prolonged periods.

### **Sensory Requirements**

- Clear vision and hearing for reading, computer work, video conferencing, and in-person communication.
- Effective verbal communication in a variety of settings (office, group meetings, loud outdoor areas).

### **Salary & Benefits**

This is a full-time, exempt position with title and salary, commensurate with proven skills and experience. The Topeka Zoo and Conservation Center offers a comprehensive benefits package, including:

- Health and dental coverage
- Paid time off and holidays
- Retirement plan with employer contributions
- Opportunities for training and career advancement

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 organization.

☐ **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: