



JOB DESCRIPTION FORM

POSITION (PID) #		690036 ✓			
IDENTIFYING INFORMATION			POST CERTIFICATION		
Post Title	Head Zookeeper		Print Name	Signature	Date
Present Grade	N/A		Prepared By		
Department/Section	Conservation Services/Aquarium and Zoo		Post holder Agreed		
Ministry	Environment and Sports		Dept. Head Agreed		
POST STATUS			POST TRANSFER (if applicable)		
	New Post	Revised Post	Redefined Post	Previous Title	
Date	9 Dec 2008			Previous Department	
Cabinet Conclusion Ref	Cab. Concl. 42(08)6			Previous Ministry	
Last Review Date				Previous Number	
Panel Decision	Grade	Date	Signature	Previous Grade	
	29-31	1 Oct-10	M Jollyfe	Date of Transfer	

1. SUMMARY OF MAIN DUTIES	%
1. Management of the Zoo Section	35%
2. Professional zoo keeping duties	30%
3. Administrative duties	20%
4. Outreach and liaison duties	10%
5. Associated duties	05%
	TOTAL = 100%

2. SUMMARY OF ACCOUNTABILITY

2.1 What specifically is this post accountable for?

In accordance with the departmental policies and procedures, the Head Zoo Keeper is accountable for the management of the Zoo Section at the Bermuda Aquarium, Museum and Zoo (BAMZ), to ensure the appropriate professional care, maintenance and improvement of all the zoo exhibits at BAMZ, which contribute to a further knowledge, understanding and appreciation of island environments by residents and visitors. The Head Zookeeper also performs professional zoo keeping duties as well as administrative duties associated with the provision of the services, including financial and human resource administrative duties. In addition, the post holder undertakes outreach and liaison and associated duties within the Section.

2.2 Briefly describe the level of decision making authority held by this post.

As the Head Zookeeper with responsibility for managing delegated functions, the post will be responsible for making decisions at a professional level, which would result in changes to procedure and the delivery of service, including decisions on the care, maintenance and improvement of exhibits. The post holder also makes decisions on financial and human resource matters in accordance with the financial and human resource policies and procedures.

2.3 To which position does this post report directly? The Curator, Aquarium and Zoo.

3. ESSENTIAL KNOWLEDGE & SKILLS

List the key knowledge and skills required to fulfill the *minimum requirements* of the post under the following categories.

3.1 General Knowledge / People Skills (Soft Skills).

The post requires a dedicated, highly organized individual with a strong work ethic and good client service skills, who can work independently with minimum supervision. The post holder must possess good interpersonal, problem solving, and decision making skills. Additionally, the post holder must possess excellent communication skills, to effectively engage co-workers and the general public on a wide-range of scientific and conservation topics. As well, the post must possess a practical "can do" attitude as well as strong supervisory and conflict mediation skills.

3.2 Technical Knowledge / Position Specific Skills (Hard Skills). This includes knowledge of particular legislation, processes, specialties, etc.

The post holder must be familiar with a wide range of animal husbandry and breeding techniques for exotic animals, legislation pertaining to the acquisition and disposition of protected and foreign species and have knowledge in horticulture as it relates to exhibitory and the needs of animals in the zoo collection. The Head Zookeeper must have experience in the design, construction and maintenance of zoo exhibits and their life support systems and a good working knowledge of Microsoft Suite and database programmes.

4. MINIMUM EXPERIENCE REQUIRED

Based upon the above identified knowledge and skills, what is the minimum number of years experience required to fulfill the duties of this post?

- No previous experience required
 Minimum one (1) year
 Minimum two (2) years
 Minimum three (3) years
 Minimum five (5) years
 Minimum ten (10) years

4.1 Identify specific experience.

A minimum of three (3) years' relevant experience, undertaking professional zookeeping duties, is required.

5. MINIMUM EDUCATIONAL QUALIFICATION REQUIRED

- Secondary School Graduation Certificate
 Apprenticeship/College Certificate
 College Diploma
 Associates Degree
 Advanced or Specialist Qualification
 Bachelors Degree
 Masters Degree
 Professional Designation (Includes Chartered Status)
 Doctorate
 Other

5.1 Please list the title of the academic qualification / professional designation required:

A Bachelor's Degree in Aquarium Science, Environmental Science, Marine Biology or Zoology is required for the Post.

5.2 List any special licenses, registrations or certifications required for this job:

The Post requires certification in CPR, First Aid and Oxygen Provider and possession of an Intermediate Truck Licences.

6.0 RESOURCES UNDER MANAGEMENT

6.1 Management and Supervision of Staff

(Please ensure that the Organization Chart submitted is up to date, accurate and reflects the information listed below)

Please list the position titles (including PID) of 'All Staff' under the 'Direct Supervision' of this post.

1. Senior Zookeeper (690030).
2. Zookeeper (690022, 690031 and 690038).

6.2 Non-Staff Budget and Revenue Streams

6.2.1 What 'Responsibility' does this post have for 'Managing Non-Staff Budget' and 'Government Revenue Collection'? (Non-Staff Budget typically applies to contracts for program delivery & capital expenditure projects)

- None
 Has Direct Management Responsibility
 Is the Accounting Officer

6.2.2 Please indicate the level of Non-Staff Budget and/or Revenue Streams for which this post is responsible.

- None
 Less than \$500k
 \$500k to \$2m
 \$2m to \$10m
 \$10m to \$40m
 Greater than \$40m

6.3 Infrastructure for Vital Government Services		
6.3.1 Is the post responsible for managing 'Infrastructure' critical to the delivery of 'Vital' Government Services?		
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes. Has Direct Management Responsibility	<input type="checkbox"/> Yes. Is Ultimately Responsible
6.3.2 If 'Yes' to the above, what would be the impact of failure of this infrastructure?		
<input type="checkbox"/> Low Impact: Mainly internal to Government	<input type="checkbox"/> Medium Impact: Mainly internal to Government	<input type="checkbox"/> High Impact: Mainly internal to Government
<input type="checkbox"/> Low Impact: Bermuda-Wide	<input type="checkbox"/> Medium Impact: Bermuda-Wide	<input type="checkbox"/> High Impact: Bermuda-Wide

7. Additional Information

The Head Zookeeper must be physically fit and be capable and willing to work in hot and often difficult conditions within enclosures containing exotic and potentially dangerous animals. The post holder must be flexible and willing to work irregular hours, including evenings and weekends and Public Holidays, and be willing to attend to occasional facility and animal related incidents or emergencies, as they occur, e.g. animal escapes, wildlife strandings, hurricanes, fires, etc., as part of his/her professional obligation. Established contacts within the international aquarium and zoo industry are critical to this position.

Applicants, who do not possess a Bachelor's Degree but have at least five (5) years' experience in zoo husbandry and management, will also be considered for the Post.

DUTIES AND RESPONSIBILITIES OF THE POST

8. DETAILED DESCRIPTION OF MAIN DUTIES AND RESPONSIBILITIES OF THE POST
(Please use the same Headings for Main Duties as Listed in Section 1.0)
<p>8.1 MANAGEMENT OF THE ZOO SECTION</p> <p>8.1.1 Manages the Zoo Section at the Bermuda Aquarium, Museum and Zoo (BAMZ), to ensure the appropriate care, maintenance and enhancement of all zoo exhibits, which would contribute to the knowledge, respect and appreciation of island environments by residents and visitors.</p> <p>8.1.2 Ensures that the staff are aware of the established policies and procedures in respect to the care and maintenance and enhancement of the exhibits and that they adhere to them in the discharge of their duties and responsibilities.</p> <p>8.1.3 Establishes, in consultation with the Curator, Aquarium and Zoo, a business plan for the Zoo Section, detailing the operational goals and objectives and the standards of service to be achieved. Evaluates the implementation of the plan against the established objectives and reports to the Curator, Aquarium and Zoo so that he/she can advise the Principal Curator, accordingly.</p> <p>8.1.4 Responsible for providing suitable facilities and safe working environment for the staff, to facilitate the best possible delivery of services and to enhance the morale and development of the staff. In this regard, provides the staff with the appropriate equipment, technology, etc., to enable them to operate at the highest possible standards. Promptly advises the Curator, Aquarium and Zoo of any deficits and acts accordingly.</p> <p>8.1.5 Administers all officially approved systems of documentation i.e. records, returns etc., to maintain accurate statistics regarding the activities of the Section.</p> <p>8.1.6 Monitors the zoo environments and initiates and ensures that the staff take action to protect the health of the specimens, i.e. pest control, redesign, etc. Responsible for pest control throughout the entire BAMZ facility and the safe use and disposal of associated chemicals.</p> <p>8.2 PROFESSIONAL ZOO KEEPING DUTIES</p> <p>8.2.1 Undertakes professional zoo keeping duties and, as needed, participates in the husbandry and enrichment of animals in the zoo and in the wildlife rehabilitation programme, including feeding, preparation of diets, watering, cleaning exhibits, environmental and dietary enrichment, etc.</p> <p>8.2.2 Develops, modifies and implements, in consultation with the Curator, Aquarium and Zoo and the veterinarian, the protocols for the Zoo, including nutrition, disease prevention, training, enrichment, water quality etc. and monitors the implementation of the protocols by the staff. Takes corrective action, as required.</p> <p>8.2.3 Researches and makes recommendations for potential acquisition, disposition and breeding of zoo specimens, that satisfy BAMZ's mission, institutional collection plan and species survival plans, in consultation with the Animal Registrar and Curator, Aquarium and Zoo.</p>

- 8.2.4 Implements the Preventative Health Care Plan for the animals in the Zoo and medicates the animals, as requested by the Veterinarian according to the established procedures, ensuring that all chemicals and biological hazards are properly disposed of.
- 8.2.5 Participates in the rescue, collection and rehabilitation of wild life, including dangerous species.
- 8.2.6 Undertakes and ensures that the staff undertake routine maintenance of the exhibits, enclosures, visitors' areas and life support systems, to ensure that a high standard of health, safety and aesthetics is maintained. This includes inspection of grounds, buildings and fixtures in designated areas and identifies and reports items in need of repair to the Facilities Manager or the Curator, Aquarium and Zoo.
- 8.2.7 Purchases, cleans, repairs, sterilises and stores the equipment used by the Section and ensures that the staff clean, sterilise and store the equipment. This includes the responsibility for planned maintenance and care of all zoo enclosures, including those not on exhibit.
- 8.2.8 Participates in the design of major zoo upgrade plans and researches through the internet, the library, etc., best practices and makes recommendations, accordingly, for the additions, modifications or removal of exhibits. Submits new design plans to the Curator, Aquarium and Zoo for comment and approval. As appropriate, manages the development and fabrication of zoo exhibits and advises the Curator, Aquarium and Zoo of design limitations or problems, so that corrective action can be taken.

8.3 ADMINISTRATIVE DUTIES

- 8.3.1 Prepares, in consultation with the Curator, Aquarium and Zoo the budget recommendations for the equipment, goods and supplies and services to be used by the Section, ensuring that the relevant documentation is submitted to the Administration Office. Administers the approved budget in accordance with Financial Instructions and with due regard for economy.
- 8.3.2 Establishes, implements and monitors the policies, procedures and guidelines for the Sections; updates, as required.
- 8.3.3 Maintains records and accurate statistics of all husbandry and maintenance activities in accordance with the officially approved systems of documentation, including inventory of specimens, feeding, health observations, water quality, training, enrichment and rehabilitation, etc. and liaises with the Animal Registrar on record keeping activities, as they relate to the animals and enclosures. Produces relevant reports, as necessary.
- 8.3.4 Orders and replaces equipment, supplies and materials, approves invoices for payment and maintains an inventory of all items.
- 8.3.5 Undertakes human resources administrative duties in respect to the staff under supervision, trainees and volunteers. Provides orientation, training and supervision of staff, junior staff and volunteers in the Zoo in the use of specialised equipment and in the established protocols. Assigns work to staff and volunteers and ensures that the work is completed according to the established schedules and required standards.
- 8.3.6 Completes the performance appraisals and probationary reports for the staff under supervision in a timely manner and provides feedback on their performance, so that, in cases where improvements in performance are required, corrective actions can be taken.
- 8.3.7 Consults with the Curator, Aquarium and Zoo and prepares a succession plan for the Section and, identifies key positions where succession planning is required due to retirements or career changes, in-house potential replacements and delegates responsibilities as part of the succession exercise.
- 8.3.8 Recommends, for the approval of the Curator, Aquarium and Zoo, vacation and special leave for the staff under supervision and ensures that there is suitable cover, so that the work of the Section is not adversely affected.

8.4 OUTREACH AND LIAISON DUTIES

- 8.4.1 Conducts lectures and tours and ensures that the staff conduct similar tours and make presentations on the interpretation of the exhibits. As well, conducts animal encounters on a wide variety of topics for all age groups and ensures the safety of the groups.
- 8.4.2 Prepares stories for press release, for the approval of the Curator, Aquarium and Zoo, and issues, as directed. As well, contributes articles to the BAMZ newsletters.
- 8.4.3 Develops, as necessary, interpretation of exhibits, in consultation with the graphic team.
- 8.4.4 Liaises with other BAMZ stakeholders, Government departments, overseas facilities, scientists, etc. in respect to the work and activities and the requirement of the Section or to exchange ideas and best practices.
- 8.4.5 Liaises with the public and law enforcement agencies in respect to issues relating to potentially dangerous animals off-site.

8.5 ASSOCIATED DUTIES

- 8.5.1 Participates in Departmental meetings and special related projects, as requested, and shares ideas and information on issues, enhancements, etc. to colleagues.
- 8.5.2 Undertakes related duties, as requested by the Curator, Aquarium and Zoo.