DEPARTMENT OF ARTS BUSINESS AND CULTURE

Education Technician – Salisbury Zoo

Salary: $35,541.00

Type: Full Time

Benefits: Full Benefits

Closing Date: Until Filled

Profile

Profile Description: Under the supervision of the Education Curator, act as lead with training, handling, enrichment and care of the Education Ambassador Animal Collection. Assist with educational programming/events, facility maintenance, marketing and development activities for the Zoo. Performs other duties as assigned.

About ABCD

The Arts, Business, & Culture Department is responsible for fostering Salisbury's thriving economic climate through supporting business, expanding economic opportunity, promoting artistic expression, hosting unique experiences, and maintaining regional attractions such as the Salisbury Zoo and Poplar Hill Mansion. By producing signature events, facilitating business incentives, and collaborating with stakeholders, this department strives to make Salisbury a place where arts, business, and culture intersect and flourish.

Preferred Education

- High School Diploma or G.E.D.
- Associate's degree or equivalent from two-year college or technical school.

Preferred Experience

- Three years of related experience or equivalent training or education.
- Excellent verbal and written communication skills. Ability to read, analyze and interpret complex documents.
- Capability to solve problems creatively, establish facts and draw valid conclusions.
- Knowledge of safe animal handling procedures.
- Working knowledge of City policies and procedures.

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Requirements/Certifications

Valid Driver's License; Completed or demonstrate the ability/willingness to obtain the following within 60 days:

CPR/First Aid Certification; Membership in associated professional organization; Successful completion of NIMS ICS 100, 700;

How to Apply

1. **Visit salisbury.md/apply**
2. **Submit City application, cover letter, and resume**

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City may consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.

Classification Title: Education Technician
Grade: 2/1
Department: Arts, Business and Culture Department (ABCD)
FLSA Status: Exempt
Date: 11/21/23

Position Profile: Assists the education curator with education, administration, animal care conservation, facility maintenance, and marketing and development activities for the Zoo. Performs other duties as assigned.

Duties and Responsibilities

- Under Curators supervision, act as Lead with training, handling, enrichment and care of the Education Ambassador Animal Collection.

- Assists in the development of animal care, handling, enrichment and training protocols that serve as guidelines to staff and volunteers.

Administration/Department Administration: Manage the overall animal care team and procedures while performing routine animal husbandry duties for living collections.

- Develops Zoo educational programming, curricula, educational and promotional materials in line with Zoo, state, national and industry standards.
- Promotes and conducts Zoo programming on and off site.
- Plans and administers Zoo Camp.
- Assists with recruitment, hiring, training, supervision, evaluation, and recognition of volunteers, interns and part time staff.
- Assists in the acquisition of Education Ambassador Animal Collection.
- Performs a variety of administrative tasks: collects fees; responds to Zoo patron requests; mails information; makes copies.
- Keeps informed on current Zoological and animal care practices by attending workshops and educational programs or reading specialized literature.
- Performs other duties as assigned.

Skills Proficiency/Strategic Planning:

- Working knowledge of City policies and procedures.
- Act as a representative of the City of Salisbury to the public.
- Effectively prioritize and multitask with attention to detail.
- Effectively manage Education Ambassador Animal Collection.
- Effectively develop educational and promotional materials and programming.
- Effectively communicate with the public courteously and tactfully at all times.
- Effectively communicate and maintain effective working relationships with other staff members and members of the public.
- Valid Driver's License

Leadership/Team Leader: Provides strong guidance and oversight. Instills confidence and inspires action while maintaining accountability.

- Act as a representative of the City of Salisbury to the public.
- Participate in all Salisbury Zoo and Human Resources trainings
- Ability to effectively communicate with the public courteously and tactfully at all times.

Stewardship/Financial: Prepares and manages portions of capital and operating budgets within established guidelines.

- Basic understanding of the zoo budget
- Institutional Records Keeping
- Assists Zoo Director in public relations, planning events and fund-raising activities, and long-range planning for the Zoological Park.

Development/Leadership Development: Provides opportunities to engage in leadership development and learn about career advancement.

- Keeps informed on current Zoological and animal care practices by attending workshops and educational programs or reading specialized literature.
- Maintain and establishes essential training programs
- Generate individual annual performance goals that reflect institutional mission and strategic priorities.
- Works on improving customer service skills by attending relevant meetings and trainings.
- Effectively communicate with the public courteously and tactfully at all times;
- Effectively communicate and maintain effective working relationships with other staff members and members of the public.

Performance Expectations

- **Communication**: Articulates thoughts and ideas clearly and effectively to exchange information. Listens to others and provides useful feedback. Effectively communicate with the public courteously and tactfully at all times.
- **Work Ethic:** Demonstrates personal accountability, effective work habits, integrity and ethical behavior.
- **Teamwork:** Works well as a part of a team through respectful and collaborative relationships with colleagues, customers, affiliates and stakeholder groups.
- **Problem Solving:** Improves, designs, refines, finds and invents criteria in order to resolve problems. This combines creative and critical thinking.
- **Initiative:** Takes charge before others do and/or without being instructed.

Education and Experience

- High school diploma or G.E.D.
- Three years of experience working with large animals;
- Or equivalent training, education, and/or experience; and
- Valid State Driver's License
- Obtain CPR/first aid certification.
- Excellent verbal and written communication skills. Ability to read, analyze and interpret complex documents.
- Capability to solve problems creatively, establish facts and draw valid conclusions.
- Knowledge of safe animal handling procedures.
- Working knowledge of City policies and procedures.

Physical Requirements

Work is performed in and around zoo facilities and involves exposure to extreme weather conditions, contact with exotic animals and considerable physical effort in the handling of materials up to 50 pounds and/or continual standing or walking 60% of the time.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.