



Lead Animal Care Technician

Department of Salisbury Zoo

SALARY	TYPE	SCHEDULE	DATE POSTED	BENEFITS
\$44,040-\$47,671	Full-Time	5 days/week varied	09/29/2026	Full

DEPARTMENT PROFILE

The Salisbury Zoological Park is committed to enhancing our quality of life by providing a friendly, relaxing environment where educational and recreational opportunities come together through participation and interaction. With its animals, staff, volunteers, and park-like setting, the Zoo encourages an appreciation of wildlife and inspires the conservation of our natural world.

POSITION PROFILE

Under the general direction of the Collections Curator, the Lead Animal Care Technician will assist in planning, organize and coordinate the day-to-day workflow of the Animal Care team, encompassing both habitat and ambassador team members, to include full-time, part-time and standby Animal Care Technicians engaged in, but not limited to: animal care; feeding; cleaning; handling; operant conditioning/behavioral husbandry; and habitat projects/maintenance. Performs other duties as assigned.

EDUCATION/EXPERIENCE

Bachelor's Degree in Zoology or related field

5 years of related experience desirable.

Equivalent combination of education and experience considered.

REQUIREMENTS / CERTIFICATIONS

CPR/first aid certification or willingness to obtain.

Valid Driver's License

HOW TO APPLY

1. Visit [Salisbury.md/apply](https://salisbury.md/apply)
2. Submit City Application, Cover Letter, and Resume

The City of Salisbury is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.

Capital of the Eastern Shore



Classification Title: Lead Animal Care Technician

Grade: 5

Department: Salisbury Zoo

FLSA Status: NE

Date: 9/28/2026

Position Profile: Under the general direction of the Collections Curator, the Lead ACT will assist in planning, organize and coordinate the day-to-day workflow of the Animal Care team, encompassing both habitat and ambassador team members, to include full-time, part-time and standby Animal Care Technicians engaged in, but not limited to: animal care; feeding; cleaning; handling; operant conditioning/behavioral husbandry; and habitat projects/maintenance. Performs other duties as assigned.

Duties and Responsibilities

Administration/Department Administration: Works as a team leader for the overall Animal Care team and procedures, to include both habitat and ambassador staff, while performing routine animal husbandry duties for living collections.

- Prepares appropriate diets for all animals.
- Cleans and maintains animal habitats and holding enclosures, for both habitat and ambassador collections.
- Observes animals for atypical behavior or illness.
- Assists the veterinarian in the treatment of animals with illnesses or injuries.
- Mentors/shares expertise with other animal care staff.
- Assists with facility maintenance, renovations and upgrades.
- Plans and assigns employee work and work schedules.
- Assist in maintaining attendance and payroll records.
- Assist in interviewing, selecting and training new employees.
- Maintain direct oversight of monthly habitat inspections.
- Coordinate with other staff members to conduct new habitat planning.
- Coordinate with Registrar for record-keeping expectations.
- Handles and transports animals as needed, both on- and off-site, to include for programming and transfers.

Skills Proficiency/Strategic Planning: Develops and implements policies for the organization that are goal-oriented and stimulate performance.

- Participate in key committees to progress the mission of the Salisbury Zoo.
- Responsible for conducting training and drills for the Animal Care team.
- Effectively prioritize and multitask with attention to detail.

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

- Serves as a team leader to the Animal Care team, to include habitat and ambassador staff.
- Provides consultation and direction to improve work relationships, build morale and increase productivity and retention.
- Verifies progress and development of staff within career ladder program.
- Provides observed feedback to Collections Curator for conducting performance appraisals of assigned staff.
- Act as a representative of the City of Salisbury to the public.

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

- Assist with the fiscally responsible management of Animal Care budget.
- Assess procedures to ensure appropriate stewardship of supplies and equipment is maintained.
- Contribute toward the sustainability of existing supplies to ensure value for money.

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.
- Contributes toward the growth of the behavioral husbandry program.
- Generate individual annual performance goals that reflect institutional mission and strategic priorities.
- Provides opportunities and/or training for department staff to engage in professional development, career advancement and other City initiatives that will help recruit and retain staff, improve interdepartmental relations, and increase the department's effectiveness and efficiency in serving the general public.
- Works on improving leadership skills by attending relevant meetings and trainings.
- Lead the Salisbury Zoo in an Institutional Representative (IR) capacity, liaising with cooperatively managed breeding and conservation-oriented programs.

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

- Bachelor's Degree in Zoology or related field
- 5 years of related experience desirable.
- Equivalent combination of education and experience considered.
- CPR/first aid certification or willingness to obtain.
- Valid Driver's License
- Excellent verbal and written communication skills. Ability to read, analyze and interpret complex documents.
- Ability to effectively communicate with the public courteously and tactfully at all times.
- Capability to solve problems creatively, establish facts and draw valid conclusions.
- Knowledge of advanced operant conditioning techniques
- Understanding of current and relevant animal welfare/wellbeing standards
- Demonstrable ability to engage in safe animal handling procedures is required.
- 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 80 pounds and/or continual standing or walking 60% of the time. Must be willing to receive a TB test, as is required to work with our primate species. May be asked to wear a mask or receive a Covid Vaccine for the ability to work around Covid Sensitive animals.

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.