

Animal Care Manager

Position Title:	Animal Care Manager
Employment Classification:	Full Time, Non-Exempt
Reports to:	Executive Director
Department:	Animal Care
Salary:	\$27.00 to \$30.00 per hour
Benefits:	80 hours each of Vacation, Holidays, and Sick Time per year; 100% of the premiums for medical, dental, life and LTD; 401K and FSA Plans

JOB SUMMARY

The **Animal Care Manager** is responsible for coordinating all aspects of the care, husbandry, and training of the Living Coast Discovery Center's animal collection. The Animal Care Manager is also responsible for the hiring and management of personnel associated with these functions. Additionally, the Animal Care Manager is the primary for management of wildlife conservation programs, and for the development and implementation of animal care standards consistent with current best practices in the zoological industry.

Other duties include: attending all manager-required meetings and events, managing and monitoring the Animal Care Department budget, execution and reporting for grant funded programs, developing industry related relationships, acquisition of animals, implementing and maintaining the animal collections plan, and continuing to ensure the organization's values, mission, and strategies for quality guest experiences is upheld.

Animal Care & Husbandry

- Develop and implement animal care and husbandry protocol and procedures, adhering to current animal care industry standards and AZA recommended practices.
- Manage and train staff in the direct daily care and training of the animal collection.
- Ensure staff is providing quality environmental enrichment for the exhibit and program animals.
- Develop and maintain daily logs and record keeping for staff to submit observations and notes on the health and care of each animal ambassador.
- Ensure proper animal record keeping practices.
- Provide direction and oversight to the Animal Care Specialist(s) on the planning, design, set up, and maintenance of aquariums and animal exhibits.
- Oversee the development and maintenance of the volunteer and intern programs by the Animal Care Specialist(s).
- Troubleshoot basic life support systems issues and components including pumps, filters, ozone, protein skimmers, etc. as needed.
- Provide direction and oversight to the Animal Care department in the development, delivery, and management of on-site and off-site interpretive presentations with animal ambassadors.
- Oversee the training plan and execution of animal ambassadors by the Animal Care Specialist(s)
- Work with the Veterinarian to ensure the health of the animals. Participate in routine walkthroughs.
- Clearly communicate to staff all animal care updates to medications, handling procedures, daily care, etc. as directed by the Veterinarian.
- Participate in capture and restraint of animals, when needed.
- Assist with important weekly cleanings such as: backwashing, turtle lagoon, coordination of shark exhibit cleanings by contracted divers, etc. as needed.

- Be the lead on emergencies such as power outages, evacuations, and pump failures.
- Be the primary on the management, development, and execution of the animal collections plan.
- Manage the submission of local, state, and federal wildlife permits and licenses.

Wildlife Conservation Programs

- Be the lead on the management, development, record keeping, and execution of any wildlife conservation program at the Living Coast Discovery Center.
- Research and evaluate potential future animal conservation programs for the Living Coast Discovery Center.
- Provide direction and information to the management team and recommendations to the senior management team and Board of Directors in regards to the acceptance, continuation, or expansion of each wildlife conservation program.
- Manage wildlife conservation program budgets, working closely with the Development Department to clearly define program needs and resources.
- Submit updates as needed to the Development Manager on each grant-funded wildlife conservation program, or as needed depending on the criteria of the funder.
- Be the point person when communicating with other partner institutions involved in conservation programs.
- Manage the husbandry and care protocols, reproductive needs, breeding plans, proving procedures, release plans, and other duties as set out by the wildlife conservation program and partner agreements.
- Assign daily duties to Animal Care Specialists and Keepers – including, but not limited to: care, observations, daily feeds, administration of medicines, etc.
- Assign seasonal duties to Animal Care Specialists and Keepers – including, but not limited to: proving enclosure maintenance, proving enclosure checks, raft checks, rail or owl releases, care and observation of chicks in the breeding program, etc.
- Train and develop the Animal Care Specialist(s) in the proper husbandry, care, and behavior of animals within the conservation projects.

Personnel

- Hire, train, and supervise animal care personnel.
- Provide clear, appropriate direction to improve employee, volunteer and intern performance.
- Maintain positive employee, intern, and volunteer attitude and morale by recognizing outstanding performance and service.
- Delegate work load appropriately and effectively. Provide daily schedule of tasks and duties for both Animal Care Specialists and Animal Care Keepers to follow.
- Schedule staff and submit weekly schedules to the Executive Director.
- Ensure that animal care personnel receive the training and supervision necessary to maintain the highest level of animal care and safety.

Other Duties

- Attend all management meetings, including weekly manager meetings to provide insight and direction on behalf of the Animal Care department.
- Keep senior management informed by providing timely and comprehensive updates on key initiatives and developments within the department.

- Conduct manager duties Manager on Duty (MOD) responsibilities such as responding to guest issues, helping in the gift shop, responding to emergencies, ensuring coverage in other departments, and closing and opening rounds and checks.
- Other duties as assigned.

QUALIFICATIONS

Required Qualifications

- Two or more years of management experience overseeing the training and coordination of paid staff in a zoological setting.
- Two or more years of experience in animal husbandry, care, and enrichment, in a zoological setting including work with some of the following: fish, birds, reptiles, amphibians, birds, small mammals, insects, and arachnids.
- A Bachelor's degree in biology, marine biology, zoology, life sciences, or equivalent education.
- Experience training animals using industry accepted standards and techniques.
- Working knowledge of and experience with aquatic life support systems, water quality testing, and diagnosis and treatment of fish disease.
- Working knowledge of and experience with any of the following: sand filters, canister filters, UV sterilizers, protein skimmers, and ozone generators.
- Working knowledge of and experience with handling, restraining, and treating exotic species such as raptors, reptiles, and/or mammals.
- CPR/First Aid Certified or ability to become certified upon hire.
- Proven ability to work cooperatively, enthusiastically with team members, and the promotion of a quality guest experience.
- Should be a proactive self-starter with the ability to work independently. Must be able to set priorities, solve problems, and be resourceful under pressure.
- Excellent written and verbal communications skills.

Other Preferred Skills

- Knowledge of Microsoft Office Suite, including Word, Excel, PowerPoint, and Outlook.
- Experience in public speaking and informal education.
- Open Water SCUBA certification

WORKING ENVIRONMENT/PHYSICAL REQUIREMENTS

The position is in a fast paced, multi-faceted environment that requires the ability to multi-task and respond quickly. Must be willing to work outdoors in a variety of environmental conditions including intense sun, heat, cold, wind and rain. Occasional driving may be required. Physical requirements include standing, walking, sitting, typing, bending, and lifting up to approximately 50 lbs. The noise level in the work environment is usually moderate to loud. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: This position requires varied, flexible hours. A typical schedule is **5 days a week, Tuesday to Saturday, 8:30-5:00**, but can vary depending on events, meetings, and other opportunities.

This job description is intended as a guide to the general job responsibilities and is not inclusive of every duty the employee is expected to perform.

The Living Coast Discovery Center is an Equal Opportunity Employer