



CHEYENNE MOUNTAIN ZOO

Job Description

Position Title: Organizational Development & Training Manager
Department: Finance, Administration & Human Resources
Reports to: Vice President of Finance & Human Resources
Supervises: TBD
FLSA Status: Exempt

POSITION SUMMARY: This position serves as the owner of organizational development and training initiatives at the Cheyenne Mountain Zoo. Depending on the skill set and experience of the applicant, this position will either be a supervisor or peer of the Human Resources Generalist.

This position is responsible for partnering with executive and departmental leadership to drive the following measurables forward:

1. Align new hires with the mission and culture of the Zoo by further enhancing and expanding the existing on-boarding/orientation into a recurring program
2. Introduce and immerse incoming seasonal employees into Zoo culture
3. Implement, own and grow the Zoo's staff development program and Learning Management System, focusing on individual professional development, animal husbandry and training, and safety
4. Develop a Pathway to Management "learning track" to grow internal leaders

QUALIFICATIONS AND REQUIREMENTS:

- Bachelor's degree in related field, with preference given to organizational development or human resources; equivalent work experience will be accepted in lieu of education
- Demonstrated ability to develop, implement and evaluate programs; strong project management skills
- Ability to determine training needs and appropriate method for delivery of training, which may include the design and delivery of that training
- Experience in planning, organization and presentation skills; must be able to deliver presentations to broad audiences
- Top-notch written and verbal communication skills and ability to interact clearly and effectively with all levels of management and staff
- Skilled in establishing effective working relationships with Zoo staff, vendors and others
- Superior customer service skills in order to effectively interact with the public
- Excellent creative problem solving skills
- Able and willing to handle ongoing requests for information and/or assistance from staff in a timely, helpful manner
- Take ownership and pride in responsibilities
- Maintain integrity and honesty in the performance of duties
- High energy level



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- Computer efficiency in applications such as Word, Excel, use of the internet and email
- Occasional weekends and evenings required
- Submit to and pass a pre-employment drug/alcohol screening and criminal background check
- Provide proof that you can legally work in the United States
- Valid driver license and ability to be insured as a Zoo driver

RESPONSIBILITIES AND DUTIES

ORGANIZATIONAL EXPECTATIONS:

- Maintain courteous, helpful and professional behavior on the job. Support the success of the entire team by promoting a collaborative work environment; is a cooperative and collaborative member of the Zoo's senior staff management team
- Adhere to all Zoo policies and procedures, safety policies and procedures, USDA guidelines and OSHA safety guidelines
- Consistently contribute to problem-solving and cooperate with identified resolutions
- Demonstrate regular attendance and punctuality
- Bring issues and process improvement ideas to the attention of one's supervisor
- Maintain verbal and written skills required for the position
- Attend meetings and participate in committees as required
- Complete trainings as required
- Adhere to Zoo dress code; always "Zoo Crisp!"
- Demonstrate appropriate level of time management in support of co-workers and the entire team
- Represent the Zoo and its mission to the public in a professional manner

SUPERVISORY EXPECTATIONS:

- Maintain calm and professional demeanor
- Exercise job-related judgment and knowledge
- Organize and prioritize while working with strict deadlines
- Provide guidance and regular coaching to employees
- Assign tasks fairly and appropriately to job responsibilities
- Maintain detailed supervisory notes documenting counseling and coaching interactions
- Address disciplinary issues in a timely manner applying Organization policy
- Ensure performance evaluations are conducted thoroughly and in a timely manner
- Communicate goals and expectations clearly and effectively with direct reports

DEPARTMENTAL EXPECTATIONS:

- Monitor the Zoo's organizational effectiveness and culture
- Continually reinforce the Zoo's culture and values
- Provide effective on-boarding and orientation sessions for new hires
- Organize and implement 30- and 90-day check-in process with new hires
- Administer 1-year culture check program



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- Work with incoming seasonal employees to assimilate them into the Zoo and its culture
- Ensure quality leadership, management and staff development trainings through effective course design, pertinent course offerings and great instruction
- Partner with executive and departmental leadership to align all trainings with organizational priorities and culture
- Lead on-site trainings in addition to recruiting and partnering with internal staff and external sources to ensure great instruction
- Serve as lead on managing the Zoo's Learning Management System
- Develop a Pathway to Management "learning track" to grow internal leaders
- Depending on skill set and experience, may supervise the HR Generalist position to ensure a healthy, vibrant and fulfilling work environment for staff
- Depending on skill set and experience, may guide the HR Generalist in ensuring legal compliance by monitoring federal and state requirements, including DOL, COBRA, HIPPA, OSHA, worker's compensation, FMLA, the 2010 Affordable Care Act, etc.
- Other duties as assigned

INDEPENDENT ACTION

Must be a self-starter, take initiative, possess a high level of multi-tasking ability under high degree of pressure and be able to work with limited supervision.

RESPONSIBILITY FOR CONFIDENTIAL INFORMATION

This position handles highly sensitive information. Total confidentiality and discretion are mandatory regarding Organization information and other sensitive information.

EXTERNAL AND INTERNAL RELATIONSHIPS

Must be a cooperative and collaborative member of the team and able to handle interruptions and requests for information and assistance from employees and external customers with an attitude of exceptional customer service.

ACCURACY AND EFFECTIVE TIME MANAGEMENT

The need for timeliness creates pressure. The ability to prioritize tasks and use time effectively is essential.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical Requirements – While performing the duties of this job, the employee is frequently required to stand; walk; lift heavy objects; sit; use hands to finger, handle or feel objects, tools, or controls; talk, see, hear and smell. Requires full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use department equipment



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to communicate effectively; requires standing, walking, sitting (possibly for long periods of time) and performing repetitive tasks (including working on the computer) for up to the entire work day; requires the ability to lift/carry up to 15 pounds using appropriate body mechanics.

- Visual, Hearing and Communication Requirements – Requires corrected vision and hearing to within normal range, with or without reasonable accommodation.
- Environmental Conditions – Working in a closed office environment. Work space may be shared. Working conditions may be noisy with fluctuating indoor and/or outdoor temperatures. Subject to exposure to animals which may have the potential for physical aggression. Working in an outdoor environment. May be exposed to different weather conditions. May be exposed to a risk of bodily injury through contact with moving instrumentation, toxic substances, bodily fluids, animal attack, communicable diseases, outdoor weather conditions and other conditions common in a Zoo environment. Subject to unpleasant odors.
- Pressure Factor – Requires working under mildly stressful conditions. Moderate pressure to meet scheduled and recurring deadlines.

Acknowledgement

I have read and understand the above job description; and I can perform the essential functions of this position and ensure that the organization's quality systems, policies, goals and objectives are met and maintained.

Signature

Print name

Date