

Chicago Zoological Society

Inspiring Conservation Leadership



EMPLOYMENT OPPORTUNITIES

As of April 30, 2010

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Assistant Custodian Grounds, Plants and Facilities

Requisition ID # 805JR: This position contributes to the success of the Chicago Zoological Society by performing routine and standard Custodial duties and functions in accordance with standard operating procedures under supervision in order to meet operating needs to contribute to the cleanliness of the park and provide an exceptional guest experience.

Responsibilities: Performs general park cleaning, washroom maintenance during park hours as assigned. Maintain work records as directed. Occasionally directs work of seasonal employees as assigned during specific tasks. Report performance to supervisor as necessary. Observes standard safety procedures and the use of safety equipment. Custodial duties include but are not limited to: Building vestibule clean-up, floor cleaning, stripping and sealing, wall and ceiling cleaning, public restroom cleaning and sanitation, restocking of supplies. Minor restroom repairs and maintenance, carpet cleaning and spot removal. Office cleaning, restaurant cleaning, and the cleaning of all public space in the park. Perform daily inspection of assigned areas and reports to supervisor as necessary with regard to unfinished work, safety issues, necessary repairs, needed supplies or other problems. Assure work equipment, work areas, and represent the Society in a safe, clean, professional and orderly manner. Assists and participates constructively in all departmental activities, including but not limited to irregular and emergency assignments. Provide Custodial support for Special Events as needed. Assist and participates constructively in all departmental activities, including meetings and irregular and emergency assignments. Performs daily inspections of assigned areas and reports to supervisor as necessary with regard to safety issues, needed repairs, and other problems. Other related duties as required.

Requirements: High School diploma, G.E.D., or

equivalent combination of training and/or experience required. Good communication and interpersonal skills. Reliable, dependable individual, Flexible. Personable demeanor and customer service orientated. Must be at least 18 years of age. One year previous custodial experience desirable. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Valid "D" Driver's License required. Spanish fluency a plus, but not required.

Assistant Director, Corporate, Foundation and Government Grants REQUISITION # 826 JR

This position contributes to the success of the Chicago Zoological Society by researching, developing, and submitting proposals to secure unrestricted and restricted support for the organization's programs. In addition, this position coordinates stewardship of foundation and government funders through site visits, reports, and special invitations. **Responsibilities:** Seek funding from local, regional, and national foundations, corporate foundations, and government agencies to support agreed upon strategic initiatives, programs, and projects in alignment with institutional goals. This includes writing letters of intent, pre-proposals, proposals, reports and stewardship reports. In addition, assure that timely and accurate information is shared with appropriate CZS staff and volunteers relative to foundation and government funding and prospects. Build and maintain personal relationships with key foundation and corporate foundation leadership and staff and assist other institutional senior staff in building and maintaining their own personal relationships with key foundation and corporate foundation leadership and staff. In addition, maintain a thorough knowledge of issues and trends affecting foundation and govern-

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ment funding and communicate regularly to the VP of Development and other senior staff to facilitate awareness and discussion of strategic opportunities and challenges in building support for the CZS priorities. Work closely with research staff, other development staff, and appropriate CZS staff to aggressively and creatively identify new foundation and government grant funders. Utilize Raiser's Edge in developing and implementing tracking systems for foundation and government proposals, grants, reports, site visits and stewardship. In addition, work with Finance staff to assure timely and accurate reporting on funding. Perform other duties as assigned. *Requirements:* Bachelor's degree or equivalent combination of training and experience required. Minimum three to five years directly relevant development, foundation or competitive government funding experience. Demonstrated experience developing and executing strategic funding plans and programs, developing and managing budgets, and producing quality deliverables within stated timeframes. Proven track record securing major foundation and government funding. Creative individual; ability to think strategically and deal with changing priorities, emergent issues, multiple projects, and clients simultaneously. Strong interpersonal and communication skills, including verbal, written, listening, and presentation skills. Must be articulate and able to represent the organization effectively both internally and externally. Strong writing skills essential. Computer proficiency required: Microsoft Word, Excel, PowerPoint, Raiser's Edge and Outlook skills beneficial. Ability to maintain confidentiality of privileged information. Professional appearance and demeanor. Normal work weeks of 50-55 hours+ are not unusual. Individual will be expected to be present and visible at development, marketing, and other events sponsored by the Society for its employees, Board members, and other professional participants and audiences, including evenings, early mornings, and weekends as needed. Some occasional local and domestic travel may be required. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Spanish fluency a plus, but not required.

Assistant Lead Custodian, Custodial, Plants and Facilities, Requisition ID# 797JR: This position

contributes to the success of the Chicago Zoological Society by providing secondary supervision and coordination of daily custodial assignments and staff and performs routine and standard custodial duties and functions to maintain the park to department and society standards and to provide an exceptional guest experience. *Responsibilities:* The Assistant Lead Custodian is expected to perform a variety of duties which may include, but are not limited to the following. Specific assignments will vary depending upon operating needs, the nature of the work performed, and/or specific areas(s) assigned. Supervises and performs major Custodial Department functions. Supervises and performs general park duties as necessary to meet operating needs and requirements. Duties include, but are not limited to: building vestibule clean-up, floor cleaning, stripping and sealing; wall and ceiling cleaning, public restroom cleaning, sanitation, and restocking; graffiti check and removal; minor restroom repairs and maintenance; stock room maintenance; carpet cleaning and spot removal; maintenance of equipment and tools; and other custodial duties as assigned. Supervises and employs the safe and correct selection, use and disposal of Custodial chemicals and media, various hand tools such as brooms, mops, buckets, dusters, etc., or other tools as assigned, and the safe and correct use of small power equipment such as vacuum cleaners, scrubbers, pressure washers, electric cart, or other required power equipment and pick-up trucks, electric carts and other equipment as assigned. Cooperates with and provides input to the Manager, Housekeeping in the evaluation of performance of Senior Custodians and other assigned staff. Documents commendations for exceptional performance and/or failure to meet performance standards or other problems in a timely fashion. Leads, recognizes and motivates Senior Custodians and other assigned Custodial staff. Models Society values and sets a professional example for staff. Train new hires in assigned duties as required. Performs daily inspection of assigned areas, including responsibility for public safety. Advises Manager, Housekeeping of necessary repairs, unfinished tasks, or other noted problems or items needing attention as necessary to adequately maintain assigned area(s). Maintains complete and accurate work records, including overtime worked and refused, and other data as required. Responsible for monitoring adherence to safety practices and standard safety procedures,

including the use of safety equipment. Reports deviations to Manager, Housekeeping. Informs and assists guests as required. Maintains an awareness of park schedules and activities to provide information to guests as necessary. Demonstrates ability to interact effectively with guests, including formal and informal tours and information sessions as required. Cooperates with Manager, Housekeeping in developing standard operating procedures and performance standards for programmatic areas, including assisting with their implementation, scheduling daily and special projects, and providing input and suggestions with respect to work scheduling and prioritization. Assists and participates constructively in all departmental activities, including irregular and emergency assignments. Organizes required work, materials, and equipment for assigned projects as required. Fosters and maintains a cooperative team environment within assigned work group and among department co-workers. Demonstrates ability to interact and work cooperatively with other departments. Demonstrates working knowledge of Animal Programs, its needs, and requirements for assigned function(s). Demonstrates understanding of the goals of Guest Services group. Provides excellent internal and external customer service to other departments and staff in order to fulfill departmental and Society goals and objectives. Assists and/or temporarily relieves other Lead and Assistant Lead Custodians in functional and/or daily park preparation activities. Interacts and facilitates communication with internal and external clients, including but not limited to staff, guests, vendors and contractors. Documents the work and performance of vendors and contractors as appropriate. Provides support and service for special projects and zoo events as assigned. Supervises and performs appropriate tasks in accordance with the established Incident Response plan. Leads and directs others to respond appropriately. Responds immediately to animal emergencies and assists with husbandry needs under the direction of Animal Program staff. Assures work, equipment, work areas, and self represent the Society in a safe, clean, professional and orderly manner at all times. Supervises the shared responsibility with other department Leads and Assistant Leads in maintaining equipment in proper operating condition as primary operators and assigners. Trains employees in the proper use of assigned equipment. Other related duties as assigned. *Requirements:* High School diploma or equivalent combination of training and/or experi-

ence required. Four years relevant custodial experience including a track record of increasing levels of responsibility and independence required. Supervisory experience highly desired; experience directing or overseeing work programs highly desired. Proficiency in the operation and maintenance of all types of custodial equipment, including but not limited to; hand tools, power equipment such as strippers, scrubbers, pressure washers, vacuum cleaners, etc. Ability to lead, motivate and direct teams. Good organizational skills required. Ability to work with minimal supervision. Good communication skills required, including the ability to read, write, and perform basic math calculations. Valid driver's license required in good standing. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Spanish fluency a plus, but not required.

Assistant Groundskeeper, Grounds, Plants and Facilities Requisition ID# 804 JR: This position contributes to the success of the Chicago Zoological Society by performing routine and standard Grounds duties and functions in accordance with standard operating procedures under supervision in order to meet operating needs to contribute to the cleanliness, beauty and aesthetics of the park and provide an exceptional guest experience. *Responsibilities:* Performs general park duties, landscape maintenance, and horticulture as assigned. Maintains work records as directed. Occasionally directs work of seasonal employees as assigned during specific tasks. Reports performance to supervisor as necessary. Observes standard safety procedures and the use of safety equipment. Horticultural duties include but are not limited to: care of trees, shrubs and herbaceous plants, planting, watering, weeding, mulching, propagation, tilling, lawn care, pruning, fertilization, plant protection from hazardous conditions, pest control, plant selection, design, interior tropical plant maintenance, and other horticultural duties as assigned. General park duties include but are not limited to: waste disposal, manure collection and disposal, recyclables collection, snowplowing, construction activities, equipment maintenance and repair, installation and maintenance of irrigation systems, road repairs, and other general park duties as assigned. Quadrant maintenance duties include but are not limited to: section cleaning, sweeping, raking, blowing, paper-

picking, safety inspection and other duties as required, repair of sentinels, picnic tables and seating benches, inspection and repair of playground equipment, litter/paper pick-up, maintenance of drainage systems, animal yard surface repairs, leaf raking and pick-up, snow and ice removal, pavement power-washing, paver maintenance, minor road cold patching, path mulching, and other duties as required. Assists and participates constructively in all departmental activities, including meetings and irregular and emergency assignments. Performs daily inspections of assigned areas and reports to supervisor as necessary with regard to safety issues, needed repairs, or other problems. Other related duties as required. *Requirements:* High school diploma or equivalent required. Associates or Bachelors degree in Horticulture preferred. Knowledge of the operation and maintenance of irrigation systems may be required. Pesticide operator's license may be required within one year of hire. Certified arborist license within one year of hire may be required. Good communications and interpersonal skills. Reliable, dependable individual. Flexible. Warm, personable demeanor and customer service orientation. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. One or more of the following licenses required based on the duties of the position: Valid "D" Driver's License required; "C" or "B" (CDL) Driver's License may be required. Spanish fluency a plus, but not required.

Assistant Groundskeeper, Grounds, Plants and Facilities Requisition ID# 796 JR: Performs routine and standard Grounds Department duties and functions under supervision. *Responsibilities:* Performs general park duties, landscape maintenance, and horticulture as assigned. Maintains work records as directed. Occasionally directs work of seasonal employees as assigned during specific tasks. Reports performance to supervisor as necessary. Observes standard safety procedures and the use of safety equipment. Horticultural duties include but are not limited to: care of trees, shrubs and herbaceous plants, planting, watering, weeding, mulching, propagation, tilling, lawn care, pruning, fertilization, plant protection from hazardous conditions, pest control, plant selection, design, interior tropical plant maintenance, and other horticultural duties as assigned. General park duties include but are not limited to: waste disposal,

manure collection and disposal, recyclables collection, snowplowing, construction activities, equipment maintenance and repair, installation and maintenance of irrigation systems, road repairs, and other general park duties as assigned. Quadrant maintenance duties include but are not limited to: section cleaning, sweeping, raking, blowing, paper-picking, safety inspection and other duties as required, repair of sentinels, picnic tables and seating benches, inspection and repair of playground equipment, litter/paper pick-up, maintenance of drainage systems, animal yard surface repairs, leaf raking and pick-up, snow and ice removal, pavement power-washing, paver maintenance, minor road cold patching, path mulching, and other duties as required. Assists and participates constructively in all departmental activities, including meetings and irregular and emergency assignments. Performs daily inspections of assigned areas and reports to supervisor as necessary with regard to safety issues, needed repairs, or other problems. Other related duties as required. *Requirements:* High school degree required. Associates or Bachelors degree in Horticulture preferred. One or more of the following licensures required: Valid "D" Driver's License required; "C" or "B" (CDL) Driver's License may be required. Knowledge of operation and maintenance of irrigation systems may be required. Pesticide operator's license may be required within one year of hire. Certified arborist license within one year of hire may be required. Good communications and interpersonal skills. Reliable, dependable individual. Flexible. Warm, personable demeanor and customer service orientation. Spanish fluency a plus. *Additional Information:* The incumbent is expected to possess or learn and acquire knowledge and skills needed to perform all tasks at a satisfactory level (or above) in this position within one year of hire. Incumbent must demonstrate proficiency in areas, including but not limited to: developing proficiency in the safe and correct use of various hand tools such as rakes, brooms, hoes, shovels, hand pruners, saws, loppers, or other hand tools; correct use of small power equipment such as blowers, mowers, chainsaws, power washers, tillers, edger's, snow blowers, weed whips and other small power tools as assigned; safe and correct use of small tractors, water wagons, plows and brooms, riding mowers and other equipment, and basic operating knowledge of Bobcats and backhoes. Must become familiar with the Severe Weather Emergency plan. The incumbent is expected to provide positive internal

and external customer service, working cooperatively with others to achieve departmental and institutional goals. Inform and assist the public. Maintain an awareness of park schedules and activities to provide to the public as necessary. Assure work areas and self represent the Society in a safe, clean, professional and orderly manner at all time. Incumbent is expected to incorporate the Society's mission, vision, and values into daily work performance. The intent of this job description is to describe the principal functions of this position. The description shall not, however, be considered a complete listing of all miscellaneous, incidental or substantially similar duties which may be assigned during normal operations.

Assistant Lead Keeper – Children’s Zoo/Hamill Family Play Zoo/Australia, Requisition ID# 817WL:

Responsibilities: Perform in a proactive leadership role and communicate regularly with area supervisors/ managers regarding animal management, facility maintenance, and staff supervision and development. Assist in departmental hiring, scheduling and work assignments, and the development of departmental goals, plans, and priorities. Routinely monitor and review the work performance of keeper staff in assigned area and ensure completion of tasks in a timely and effective fashion. Participate in Keeper performance appraisal process as assigned. Responsible for current animal and equipment inventory. Verify employee work schedules. Provide written reports as assigned. Handle personnel situations in a timely, objective, and consistent manner, and in accordance with Society policies and the union contract. Ensure compliance with all Society policies and procedures. Observe assigned animals closely and objectively. Apply knowledge and prior experiences to affect or implement change where appropriate. Maintain and utilize animal records. Observe condition of assigned area, animal enclosures, and equipment. Monitor and clean public spaces, plants, and interpretives as required. Report maintenance needs, and perform minor maintenance tasks. Clean animal enclosures, pools, and service areas as required. Maintain detailed and current knowledge of natural history, husbandry, and captive management of species and individuals in assigned areas. Maintain proficiency in area routines and specialized procedures. Monitor guests to ensure animal and human safety and protection of Society property. Communicate with and assist guests. Take

initiative to facilitate guests’ appreciation of animals and enjoyment of their visit. Demonstrate knowledge of and implement Society-wide and area emergency procedures as directed. Train and direct work of interns, seasonal employees and full-time keeper staff as assigned. Actively participates in and supports the annual employee survey and action planning process. Encourages maximum survey participation, shares survey results, and engages all reporting staff in the action planning process. Facilitates regular survey discussions and the creation of specific action plans for improvement, including SMART measures, timelines, and specific employee accountabilities. Monitors and documents progress. Incorporates survey action planning into regular work group/department meetings on an ongoing basis. Holds staff accountable for implementation of action plans and continuous improvement. Shares actions and successes within and outside the work group/department. Other related duties as assigned. *Requirements:* Bachelor's degree in relevant biological field or equivalent combination of training and/or experience required. Minimum four years Keeper experience or equivalent required, with one of the four years at Brookfield Zoo preferred. Must possess a track record of exemplary performance as Senior Keeper or equivalent experience. Detailed and current knowledge of natural history, principles of animal behavior and husbandry required. Must be able to work with live animals safely. Good communication and interpersonal skills. The ability to interact in a courteous and professional manner. Ability to maintain good working relationships with staff at all levels, internal and external to Animal Programs. Communicate effectively and promptly with co-workers, managers, and guests following appropriate communication channels. Basic knowledge of the management of captive populations including related AZA conservation programs. Must be capable of dealing with emergencies calmly and efficiently. Proficiency in learning and integrating information, knowledge, and direction quickly, and completing tasks as needed. Good decision-making skills. Ability to integrate and apply knowledge and prior experiences to affect or implement changes and make sound independent judgments where appropriate. Incumbent must demonstrate the ability to develop proficiency in perceiving and acting upon relevant changes in animal behaviors and conditions. Incumbent must possess or acquire knowledge of the Chicago Zoological Society,

its mission statement, policies and procedures, and incorporate into daily job responsibilities. Incumbent must demonstrate the ability, or the ability to develop a proficiency, to perform assigned routines and specialized procedures as directed. Must possess a proven record of consistently and accurately performing job duties. Good problem-solving skills. The ability to identify problems and utilize appropriate information to develop solutions. Track record of demonstrating initiative in analyzing and solving problems, and recommending ideas and viable suggestions to improve operations. Demonstrated record of making recommendations and suggestions that are well thought-out and researched. Ability to work with minimal supervision. Strong supervisory skills. Demonstrated ability to promote good morale and productivity in the workplace. Proven ability to train and direct the work of interns, seasonal and full-time keeper staff. Demonstrated ability to effectively mediate routine personnel issues and conflicts between staff. Ability to serve in a leadership role in directing the management and operations within assigned area. Ability to ensure short-term goals are developed and achieved. Solicit input on improving operations and animal management procedures. Demonstrated capacity to guide the professional development of co-workers. Must represent the Society in a professional manner at all times. Good time management skills. Must demonstrate flexibility, creativity, and responsibility in use of time. Basic knowledge of the Chicago Zoological Society's conservation programs, or the ability and willingness to learn programs, as they apply to assigned areas. Must be able to maintain confidentiality with regard to personnel and other privileged matters. Must be reliable. Valid driver's license required for Illinois residents within 90 days of hire; valid out-of-state license required for out-of-state residents. Spanish fluency a plus, but not required. For The Living Coast and Seven Seas keeper positions, SCUBA Certification required within one year of employment. This is a full-time position with rotating shifts, including weekends, holidays, and evenings.

Assistant Lead Keeper – Primates, Requisition ID#

793WL: *Responsibilities:* Perform in a proactive leadership role and communicate regularly with area supervisors/ managers regarding animal management, facility maintenance, and staff supervision and development. Assist in departmental hiring, scheduling and

work assignments, and the development of departmental goals, plans, and priorities. Routinely monitor and review the work performance of keeper staff in assigned area and ensure completion of tasks in a timely and effective fashion. Participate in Keeper performance appraisal process as assigned. Responsible for current animal and equipment inventory. Verify employee work schedules. Provide written reports as assigned. Handle personnel situations in a timely, objective, and consistent manner, and in accordance with Society policies and the union contract. Order, prepare, and distribute food as required. Ensure compliance with all Society policies and procedures. Observe assigned animals closely and objectively. Apply knowledge and prior experiences to affect or implement change where appropriate. Maintain and utilize animal records. Observe condition of assigned area, animal enclosures, and equipment. Monitor and clean public spaces, plants, and interpretives as required. Report maintenance needs, and perform minor maintenance tasks. Clean animal enclosures, pools, and service areas as required. Maintain detailed and current knowledge of natural history, husbandry, and captive management of species and individuals in assigned areas. Maintain proficiency in area routines and specialized procedures. Monitor guests to ensure animal and human safety and protection of Society property. Communicate with and assist guests. Take initiative to facilitate guests' appreciation of animals and enjoyment of their visit. Demonstrate knowledge of and implement Society-wide and area emergency procedures as directed. Train and direct work of interns, seasonal employees and full-time keeper staff as assigned. Actively participates in and supports the annual employee survey and action planning process. Encourages maximum survey participation, shares survey results, and engages all reporting staff in the action planning process. Facilitates regular survey discussions and the creation of specific action plans for improvement, including SMART measures, timelines, and specific employee accountabilities. Monitors and documents progress. Incorporates survey action planning into regular work group/department meetings on an ongoing basis. Holds staff accountable for implementation of action plans and continuous improvement. Shares actions and successes within and outside the work group/department. Other related duties as assigned. *Requirements:* Bachelor's degree in relevant biological field or equivalent combination of

training and/or experience required. Minimum four years Keeper experience or equivalent required, with one of the four years at Brookfield Zoo preferred. Must possess a track record of exemplary performance as Senior Keeper or equivalent experience. Detailed and current knowledge of natural history, principles of animal behavior and husbandry required. Must be able to work with live animals safely. Good communication and interpersonal skills. The ability to interact in a courteous and professional manner. Ability to maintain good working relationships with staff at all levels, internal and external to Animal Programs. Communicate effectively and promptly with co-workers, managers, and guests following appropriate communication channels. Basic knowledge of the management of captive populations including related AZA conservation programs. Must be capable of dealing with emergencies calmly and efficiently. Proficiency in learning and integrating information, knowledge, and direction quickly, and completing tasks as needed. Good decision-making skills. Ability to integrate and apply knowledge and prior experiences to affect or implement changes and make sound independent judgments where appropriate. Incumbent must demonstrate the ability to develop proficiency in perceiving and acting upon relevant changes in animal behaviors and conditions. Incumbent must possess or acquire knowledge of the Chicago Zoological Society, its mission statement, policies and procedures, and incorporate into daily job responsibilities. Incumbent must demonstrate the ability, or the ability to develop a proficiency, to perform assigned routines and specialized procedures as directed. Must possess a proven record of consistently and accurately performing job duties. Good problem-solving skills. The ability to identify problems and utilize appropriate information to develop solutions. Track record of demonstrating initiative in analyzing and solving problems, and recommending ideas and viable suggestions to improve operations. Demonstrated record of making recommendations and suggestions that are well thought-out and researched. Ability to work with minimal supervision. Strong supervisory skills. Demonstrated ability to promote good morale and productivity in the workplace. Proven ability to train and direct the work of interns, seasonal and full-time keeper staff. Demonstrated ability to effectively mediate routine personnel issues and conflicts between staff. Ability to serve in a leadership role in directing the management and

operations within assigned area. Ability to ensure short-term goals are developed and achieved. Solicit input on improving operations and animal management procedures. Demonstrated capacity to guide the professional development of co-workers. Must represent the Society in a professional manner at all times. Good time management skills. Must demonstrate flexibility, creativity, and responsibility in use of time. Basic knowledge of the Chicago Zoological Society's conservation programs, or the ability and willingness to learn programs, as they apply to assigned areas. Must be able to maintain confidentiality with regard to personnel and other privileged matters. Must be reliable. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Spanish fluency a plus, but not required. For The Living Coast and Seven Seas keeper positions, SCUBA Certification required within one year of employment. This is a full-time position with rotating shifts, including weekends, holidays, and evenings.

Assistant Lead Keeper – Ungulates, Requisition ID# 821WL: *Responsibilities:* Perform in a proactive leadership role and communicate regularly with area supervisors/ managers regarding animal management, facility maintenance, and staff supervision and development. Assist in departmental hiring, scheduling and work assignments, and the development of departmental goals, plans, and priorities. Routinely monitor and review the work performance of keeper staff in assigned area and ensure completion of tasks in a timely and effective fashion. Participate in Keeper performance appraisal process as assigned. Responsible for current animal and equipment inventory. Verify employee work schedules. Provide written reports as assigned. Handle personnel situations in a timely, objective, and consistent manner, and in accordance with Society policies and the union contract. Ensure compliance with all Society policies and procedures. Observe assigned animals closely and objectively. Apply knowledge and prior experiences to affect or implement change where appropriate. Maintain and utilize animal records. Observe condition of assigned area, animal enclosures, and equipment. Monitor and clean public spaces, plants, and interpretives as required. Report maintenance needs, and perform minor maintenance tasks. Clean animal enclosures,

pools, and service areas as required. Maintain detailed and current knowledge of natural history, husbandry, and captive management of species and individuals in assigned areas. Maintain proficiency in area routines and specialized procedures. Monitor guests to ensure animal and human safety and protection of Society property. Communicate with and assist guests. Take initiative to facilitate guests' appreciation of animals and enjoyment of their visit. Demonstrate knowledge of and implement Society-wide and area emergency procedures as directed. Train and direct work of interns, seasonal employees and full-time keeper staff as assigned. Actively participates in and supports the annual employee survey and action planning process. Encourages maximum survey participation, shares survey results, and engages all reporting staff in the action planning process. Facilitates regular survey discussions and the creation of specific action plans for improvement, including SMART measures, timelines, and specific employee accountabilities. Monitors and documents progress. Incorporates survey action planning into regular work group/department meetings on an ongoing basis. Holds staff accountable for implementation of action plans and continuous improvement. Shares actions and successes within and outside the work group/department. Other related duties as assigned. *Requirements:* Bachelor's degree in relevant biological field or equivalent combination of training and/or experience required. Minimum four years Keeper experience or equivalent required, with one of the four years at Brookfield Zoo preferred. Must possess a track record of exemplary performance as Senior Keeper or equivalent experience. Detailed and current knowledge of natural history, principles of animal behavior and husbandry required. Must be able to work with live animals safely. Good communication and interpersonal skills. The ability to interact in a courteous and professional manner. Ability to maintain good working relationships with staff at all levels, internal and external to Animal Programs. Communicate effectively and promptly with co-workers, managers, and guests following appropriate communication channels. Basic knowledge of the management of captive populations including related AZA conservation programs. Must be capable of dealing with emergencies calmly and efficiently. Proficiency in learning and integrating information, knowledge, and direction quickly, and completing tasks as needed. Good decision-making skills. Ability to integrate and

apply knowledge and prior experiences to affect or implement changes and make sound independent judgments where appropriate. Incumbent must demonstrate the ability to develop proficiency in perceiving and acting upon relevant changes in animal behaviors and conditions. Incumbent must possess or acquire knowledge of the Chicago Zoological Society, its mission statement, policies and procedures, and incorporate into daily job responsibilities. Incumbent must demonstrate the ability, or the ability to develop a proficiency, to perform assigned routines and specialized procedures as directed. Must possess a proven record of consistently and accurately performing job duties. Good problem-solving skills. The ability to identify problems and utilize appropriate information to develop solutions. Track record of demonstrating initiative in analyzing and solving problems, and recommending ideas and viable suggestions to improve operations. Demonstrated record of making recommendations and suggestions that are well thought-out and researched. Ability to work with minimal supervision. Strong supervisory skills. Demonstrated ability to promote good morale and productivity in the workplace. Proven ability to train and direct the work of interns, seasonal and full-time keeper staff. Demonstrated ability to effectively mediate routine personnel issues and conflicts between staff. Ability to serve in a leadership role in directing the management and operations within assigned area. Ability to ensure short-term goals are developed and achieved. Solicit input on improving operations and animal management procedures. Demonstrated capacity to guide the professional development of co-workers. Must represent the Society in a professional manner at all times. Good time management skills. Must demonstrate flexibility, creativity, and responsibility in use of time. Basic knowledge of the Chicago Zoological Society's conservation programs, or the ability and willingness to learn programs, as they apply to assigned areas. Must be able to maintain confidentiality with regard to personnel and other privileged matters. Must be reliable. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Spanish fluency a plus, but not required. For The Living Coast and Seven Seas keeper positions, SCUBA Certification required within one year of employment. This is a full-time position with

rotating shifts, including weekends, holidays, and evenings.

Assistant Manager, Admissions ID # 813 JR This position contributes to the success of the Chicago Zoological Society by assisting in the management of daily operations of the admissions functions and to provide an extraordinary guest experience in support of a sustainable future. *Responsibilities:* Ensure exceptional guest service is being provided to all guests by scheduling for Society-wide customer service training, leading and improving Auxiliary Services training, constant observation, retraining, and follow up as appropriate. Assist in the preparation of department staffing plan and daily staffing schedules to support budgetary goals, including scheduling for all Admissions locations as well as executing onsite operating adjustments in response to the needs of the guests and operation and, as needed, assign crew to assist in other areas to create efficiencies within the institution. Perform daily management functions to ensure proper cash handling procedures, cash accounting and system auditing in support of programs and procedures established in conjunction with Cash Control, Accounting, and Security departments. Assist in training and supervising over 120 seasonal crew members, including observation, evaluation, recognition, and corrective action, as appropriate, following established guidelines. Support Society-wide customer service programs. Monitor crew to ensure accurate attendance information is obtained, and established cash handling procedures are being followed. Assist in managing the Admissions point of sale system including working with the vendor support staff and Information Services Department to resolve urgent software and related hardware issues, updating event scheduling, and entering other information as needed. Assist in updating departmental procedures relating to customer service, up selling, cash handling, reporting, and location standards. Monitor financial performance of locations and implement corrective action in controllable areas, such as labor, to maintain budgeted expenses. Ensure locations are stocked with necessary equipment and supplies. Perform inventories of needed ticket stock and supplies to ensure sufficient onsite supply levels are met and submit supply orders to General Manager. Ensure all location signs are correct and properly displayed. Recommend and order appropriate signage as needed. Perform frontline functions as needed. Perform General Manager's

responsibilities during absence relating to daily operations involving customer service, crew issues, and time sensitive decisions. Assure compliance to Society policies and procedures, including Life Safety policies, Government Job Safety regulations, and Labor Laws. Other related duties as assigned. *Requirements:* Associate's Degree in Business Management or equivalent combination of training and/or experience required. Minimum of three years supervisory experience required, with emphasis on cash handling and customer service experience. Proficiency using Microsoft Windows operation system, Word, Excel, and PowerPoint required. Strong customer service orientation required. Solid organization and communication skills required. Must interact positively with guests and represent the Society in a professional manner at all times. Training experience a plus. Position requires working weekends, evenings and holidays. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Spanish fluency a plus, but not required.

Catered Events Sales Coordinator, Catered Events, Guest Services Requisition ID# 794bJR This position contributes to the success of the Chicago Zoological Society by providing support to the Catered Events department handling internal meetings, events, and group and contributing to department and Society operational and financial goals. *Responsibilities:* Provide service to our internal clients by taking the inquiry, finalizing the event details, e.g., food and beverage requirements, set-up needs, audio visual, signage, ticket requirements, and Motor Safari. Create banquet event orders detailing the client's needs. Effectively distribute banquet event orders to the appropriate departments and to the client for verification and approval. Establish client budgets if the event necessitates and create events within their budget. Assure departments provide necessary approvals and departments are invoiced appropriately. Work with the Accounting Department on a monthly basis to ensure all invoices are charged correctly in Catermate and Navision and that accounting has received all of the invoices for the month. Revise and implement internal catering menus as needed. Provide quality customer service to internal and external guests. Coordinate details for VIP meetings and events with the Development Department, the Women's Board, etc. Establish

client budget if the event necessitates and create events within their budget. Coordinate special order items, i.e., linens, florals, etc., and follow the appropriate procedures for ordering these items, i.e., purchase orders, etc. Develop outside markets for advance ticket sales, group tours, and senior safari tours, etc., including prospecting senior centers, assisted living centers, and nursing homes. Respond to customer inquiries. Encourage use of facility and promote full range of services available. Coordinate between Catered Events and other Society-wide departments; maintain information flow in a timely manner. Communicate customer specifications and event details to events staff. Conduct follow-up with client following the event to ensure customer satisfaction. Manage meeting room requests of internal guests while balancing the needs of the Catered Events group sales. Coordinates and confirm all arrangements. Create and implement mailings for advance ticket solicitation. Respond to customer inquiries and promote full range of services available. Attend daily banquet event order meetings. Communicate client needs and event details to catered events staff. Other related duties as assigned. *Requirements:* Associate's degree in business administration or related field or equivalent combination of related training and experience required. Two years experience in not-for-profit organization and/or sales required. Previous sales experience in a zoo/museum or other tourist facility a plus. Minimum of two years catered events operations related work experience preferred. Two years experience in banquet catering, food and beverage, or hospitality industry preferred. Computer proficiency with Microsoft Windows, Access, Word, and Excel. Experience with catering software preferred (CaterMate or Breeze/Delphi a plus). Must accurately type a minimum of 30 words per minute. Must have ability to accurately perform basic mathematical calculations. Must possess strong written and verbal communication skills. Must possess strong organizational and follow-up skills. Must possess strong interpersonal skills and the ability to effectively communicate with guests and Society staff. Strong customer service skills required. Must have experience successfully coordinating multiple projects and activities. Must be able to work effectively under pressure, meet strict deadlines, and adhere to the Society's high standards. Able to maintain strict confidentiality of highly privileged information. Previous experience and/or training in guest relations helpful. Must represent the Society in a professional

manner at all times. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Spanish fluency a plus, but not required.

Director of Major Gifts, Requisition ID# 803JR:

This position contributes to the success of the Chicago Zoological Society by Designing and directing efforts to help secure philanthropic support, working closely with the Society President, Trustees, Development, other senior staff, and high-level volunteers to achieve and exceed major gifts fundraising goals. *Responsibilities:* Manages a portfolio of approximately 150 prospects with responsibility for moving them from qualification through solicitation. With Vice President of Development and other Development Directors develops and executes an integrated plan to secure philanthropic support from individuals and family foundations. With the objective to maximize potential support, as well as further the ongoing efforts to build major philanthropic support for the Society, identify Trustee and other volunteer leadership and develop appropriate cultivation and communication strategies, action plans, special events, and commemorative giving opportunities. With Vice President of Development and other Development Directors, manages and works to develop and support a cadre of well-trained, high-level trustees and volunteers for the major gifts program. Prepares training materials and actively assists and participates in the solicitation process as appropriate. Works closely with other Development Directors to coordinate efforts with other Development areas, with the goal of maximizing gift potential for the major gift campaign and future campaigns. Also, working closely with appropriate Development staff, utilizes and analyzes data from the electronic database (e.g., screening profiles) to maximize campaign giving potential while supporting the annual fund program. Works closely with the Senior Vice President of Advancement and Vice President of Development to identify, cultivate and develop solicitation strategies for Leadership Campaign prospects, including individuals, foundations and corporations. In addition, prepare reports and assist in staffing the President, Board Chair, and Leadership Campaign Chair. Plan special cultivation events with the assistance of other Development Directors and work with development staff and Catering Department to execute. Performs other

related responsibilities to successfully achieve the Society's development goals and objectives, as necessary. *Requirements:* Bachelors Degree in arts, sciences, or a relevant business related field or equivalent combination of training and experience required. Masters preferred. Ten years relevant development experience with not-for-profit organizations, including demonstrated success in annual campaign development, soliciting and securing major gifts from both private and public sources, and experience working with Boards of Trustees required. Outstanding interpersonal skills. Ability to deal with all levels of staff and to establish and maintain strong rapport and effective relationships. Articulate, well-spoken individual capable of effectively representing the organization to various audiences, both within and outside the organization. Adept and persuasive communication skills, including the ability to write persuasive, personal, and grammatically correct letters and proposals. Strategic thinking and orientation. Solid planning and organizational skills. Ability to maintain the confidentiality of privileged information. Effective problem solving and sound, logical decision-making skills. Flexible, cooperative team player. Must be able to deal with emergent issues, multiple projects, and internal/external high level officials simultaneously. Must be able to work effectively under pressure and effectively manage sensitive development issues. Must be PC literate. Ability to use word processing and database management software packages. Experience with Razor's Edge and MS Office Suite a plus. Highly professional appearance and demeanor. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Spanish fluency a plus, but not required. Strong interest in conservation issues and an appreciation of the Society mission and vision is essential.

Floating Keeper (Senior Keeper), Requisition ID# 799JR:

This position contributes to the success of the Chicago Zoological Society, under direction of area managers or supervisors, by providing experienced care for animals and performing related work of maintaining buildings, grounds, and interpretives in assigned area(s). Informs, assists, and directs guests as necessary. Performs routine duties independently and new duties with direction. *Responsibilities:* Cover scheduled time off for Animal Programs keeper staff in assigned areas, including work on both night shifts and day shift.

Prepare and distribute food as directed. Observe assigned animals closely, routinely, and objectively report to supervisor on their behavior, health, and welfare. Apply knowledge and prior experiences to affect or implement change where appropriate. Maintain and utilize records. Observe condition of assigned area(s), animal enclosures, and equipment. Monitor and clean public space(s), plants, and interpretives as assigned. Report maintenance needs to appropriate staff. Perform minor maintenance tasks. Clean animal enclosures, pools, and service areas as assigned. Maintain knowledge of natural history, husbandry, and captive management of species and individuals in assigned areas. Maintain proficiency in area routines and specialized procedures. Develop proficiency in newly assigned areas, tasks, and procedures. Monitor guests to ensure animal and human safety and protection of Society property. Communicate with and assist guests. Take initiative to facilitate guests' appreciation of animals and enjoyment of their visit. Demonstrate knowledge of and implement Society-wide and area emergency procedures as directed. Assume leadership role as assigned or appropriate. Other related duties as assigned. *Requirements:* Bachelor's degree in relevant biological field or equivalent combination of training and experience required. Minimum three years keeper experience or equivalent, with one of the three years at Brookfield Zoo preferred. Must possess a track record of better-than-satisfactory performance as a keeper or equivalent experience. Detailed and current knowledge of natural history and principles of animal behavior and husbandry required. Experience with multiple taxonomic groups (e.g., carnivores, birds, hoofstock, reptiles) preferred. Must be able to work with live animals safely. Must have good interpersonal skills, including the ability to interact in a courteous and professional manner. Must have ability to maintain good working relationships with co-workers and the ability to follow appropriate communication channels, internal and external to Animal Programs. Basic knowledge of the management of captive populations including related AZA conservation programs. Must be capable of dealing with emergencies calmly and efficiently. Demonstrated ability to learn and integrate information, knowledge, and direction quickly and complete tasks as needed. Good decision-making skills and sound judgment. Must be alert and make sound independent judgments and apply knowledge and prior experiences

to affect or implement change, where appropriate. Must be proficient in perceiving and acting upon relevant changes in animal behaviors and conditions. Incumbent must possess or acquire general knowledge of Chicago Zoological Society, its mission statement, policies, and procedures, and incorporate them into daily work responsibilities. Incumbent must demonstrate the ability to develop proficiency in performing assigned routines and specialized procedures as directed. Consistently and accurately perform job duties. Proven record demonstrating initiative in identifying and solving problems using appropriate resources to recommend viable suggestions to improve operations. Ability to work with minimal supervision. Proven ability to train and direct the work of interns, seasonal employees, and full-time keeper staff. Must represent the Society in a professional manner at all times. Must demonstrate good time management skills, including flexibility, creativity, and responsibility in use of time. Basic knowledge of Chicago Zoological Society conservation programs or the ability and willingness to learn programs as they apply to assigned areas. Must be reliable. Must be able to read, write, and speak the English language fluently. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Spanish fluency a plus, but not required. Must be able to work a flexible or rotating schedule including weekends, day shift and/or night shift, sometimes with schedule changes on short notice.

Floating Keeper (Senior Keeper), Requisition ID# 800JR:

This position contributes to the success of the Chicago Zoological Society, under direction of area managers or supervisors, by providing experienced care for animals and performing related work of maintaining buildings, grounds, and interpretives in assigned area(s). Informs, assists, and directs guests as necessary. Performs routine duties independently and new duties with direction. *Responsibilities:* Cover scheduled time off for Animal Programs keeper staff in assigned areas, including work on both night shifts and day shift. Prepare and distribute food as directed. Observe assigned animals closely, routinely, and objectively report to supervisor on their behavior, health, and welfare. Apply knowledge and prior experiences to affect or implement change where appropriate. Maintain and utilize records. Observe condition of

assigned area(s), animal enclosures, and equipment. Monitor and clean public space(s), plants, and interpretives as assigned. Report maintenance needs to appropriate staff. Perform minor maintenance tasks. Clean animal enclosures, pools, and service areas as assigned. Maintain knowledge of natural history, husbandry, and captive management of species and individuals in assigned areas. Maintain proficiency in area routines and specialized procedures. Develop proficiency in newly assigned areas, tasks, and procedures. Monitor guests to ensure animal and human safety and protection of Society property. Communicate with and assist guests. Take initiative to facilitate guests' appreciation of animals and enjoyment of their visit. Demonstrate knowledge of and implement Society-wide and area emergency procedures as directed. Assume leadership role as assigned or appropriate. Other related duties as assigned. *Requirements:* Bachelor's degree in relevant biological field or equivalent combination of training and experience required. Minimum three years keeper experience or equivalent, with one of the three years at Brookfield Zoo preferred. Must possess a track record of better-than-satisfactory performance as a keeper or equivalent experience. Detailed and current knowledge of natural history and principles of animal behavior and husbandry required. Experience with multiple taxonomic groups (e.g., carnivores, birds, hoofstock, reptiles) preferred. Must be able to work with live animals safely. Must have good interpersonal skills, including the ability to interact in a courteous and professional manner. Must have ability to maintain good working relationships with co-workers and the ability to follow appropriate communication channels, internal and external to Animal Programs. Basic knowledge of the management of captive populations including related AZA conservation programs. Must be capable of dealing with emergencies calmly and efficiently. Demonstrated ability to learn and integrate information, knowledge, and direction quickly and complete tasks as needed. Good decision-making skills and sound judgment. Must be alert and make sound independent judgments and apply knowledge and prior experiences to affect or implement change, where appropriate. Must be proficient in perceiving and acting upon relevant changes in animal behaviors and conditions. Incumbent must possess or acquire general knowledge of Chicago Zoological Society, its mission statement, policies, and procedures, and incorporate

them into daily work responsibilities. Incumbent must demonstrate the ability to develop proficiency in performing assigned routines and specialized procedures as directed. Consistently and accurately perform job duties. Proven record demonstrating initiative in identifying and solving problems using appropriate resources to recommend viable suggestions to improve operations. Ability to work with minimal supervision. Proven ability to train and direct the work of interns, seasonal employees, and full-time keeper staff. Must represent the Society in a professional manner at all times. Must demonstrate good time management skills, including flexibility, creativity, and responsibility in use of time. Basic knowledge of Chicago Zoological Society conservation programs or the ability and willingness to learn programs as they apply to assigned areas. Must be reliable. Must be able to read, write, and speak the English language fluently. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Spanish fluency a plus, but not required. Must be able to work a flexible or rotating schedule including weekends, day shift and/or night shift, sometimes with schedule changes on short notice.

Keeper Any Level – Birds, Requisition ID# 798JR:

Responsibilities: Prepare and distribute food as directed. Observe assigned animals closely, routinely, and objectively report to supervisor on their behavior, health, and welfare. Keep animal records as assigned. Observe condition of assigned area(s), animal enclosures, and equipment. Monitor and clean public space(s), plants, and interpretives as assigned. Report maintenance needs. Perform minor maintenance tasks as assigned. Clean animal enclosures, pools, and service areas. Study specific reference materials about animals in assigned area. Read other zoological and husbandry texts as assigned. Perform routines of assigned areas and specialized procedures as directed. Monitor visitors to insure animal and human safety and protection of park property. Communicate with and assist guests. Take initiative to facilitate guests' appreciation of animals and enjoyment of their zoo visit. Demonstrate knowledge of and implement zoo-wide and area emergency procedures as directed. Other related duties as assigned. *Requirements:* Bachelor's degree in relevant biological field or equivalent combination of training and/or experience required. Animal care facility, farm,

kennel, or equivalent animal experience required. Incumbent must possess an understanding of practical principles of animal behavior and the ability to work with live animals safely. Good interpersonal skills. The ability to interact in a courteous and professional manner. Knowledge of natural history, zoology, or animal husbandry preferred. Must be capable of dealing with emergencies calmly and efficiently. Must learn and integrate information, knowledge, and direction quickly. Good decision-making skills. Must be alert and make sound independent judgments. Ability to perceive and act upon relevant changes in animal behaviors and conditions. Incumbent must have or acquire general knowledge about Brookfield Zoo, gain an understanding of the zoo's mission, and become familiar with and follow zoo policies and procedures. Incumbent must develop proficiency in routines of assigned areas and specialized procedures as directed. Incumbent must demonstrate the ability to accurately perform job duties. Must be reliable. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Must be able to read, write, and speak the English language fluently. Spanish Fluency a plus but not required. For The Living Coast and Seven Seas keeper positions, SCUBA Certification required within one year of hire. This is a full-time position with rotating shifts, including weekends, holidays, and evenings. Hourly Rates are as follows: Asst. Keeper: \$ 19.89/hr.; Keeper: \$ 21.87/hr.; Sr. Keeper: \$ 23.50/hr.

Keeper Any Level- Mammals, Requisition ID# 812WL:

Responsibilities: Prepare and distribute food as directed. Observe assigned animals closely, routinely, and objectively report to supervisor on their behavior, health, and welfare. Keep animal records as assigned. Observe condition of assigned area(s), animal enclosures, and equipment. Monitor and clean public space(s), plants, and interpretives as assigned. Report maintenance needs. Perform minor maintenance tasks as assigned. Clean animal enclosures, pools, and service areas. Study specific reference materials about animals in assigned area. Read other zoological and husbandry texts as assigned. Perform routines of assigned areas and specialized procedures as directed. Monitor visitors to insure animal and human safety and protection of park property. Communicate with and assist guests. Take initiative to facilitate guests' appreciation of animals and enjoyment of their zoo visit. Demonstrate

knowledge of and implement zoo-wide and area emergency procedures as directed. Other related duties as assigned. *Requirements:* Bachelor's degree in relevant biological field or equivalent combination of training and/or experience required. Animal care facility, farm, kennel, or equivalent animal experience required. Incumbent must possess an understanding of practical principles of animal behavior and the ability to work with live animals safely. Good interpersonal skills. The ability to interact in a courteous and professional manner. Knowledge of natural history, zoology, or animal husbandry preferred. Must be capable of dealing with emergencies calmly and efficiently. Must learn and integrate information, knowledge, and direction quickly. Good decision-making skills. Must be alert and make sound independent judgments. Ability to perceive and act upon relevant changes in animal behaviors and conditions. Incumbent must have or acquire general knowledge about Brookfield Zoo, gain an understanding of the zoo's mission, and become familiar with and follow zoo policies and procedures. Incumbent must develop proficiency in routines of assigned areas and specialized procedures as directed. Incumbent must demonstrate the ability to accurately perform job duties. Must be reliable. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Must be able to read, write, and speak the English language fluently. Spanish Fluency a plus but not required. For The Living Coast and Seven Seas keeper positions, SCUBA Certification required within one year of hire. This is a full-time position with rotating shifts, including weekends, holidays, and evenings. Hourly Rates are as follows: Asst. Keeper: \$ 19.89/hr.; Keeper: \$ 21.87/hr.; Sr. Keeper: \$ 23.50/hr.

Keeper Any Level – Marine Aquatics, Requisition ID# 776CC: This position contributes to the success of the Chicago Zoological Society by, under close supervision, providing general care for animals and performs related work of maintaining buildings, grounds, and interpretives in assigned area. Inform, assist, and direct guests as necessary. *Responsibilities:* Prepare and distribute food as directed. Observe assigned animals closely, routinely, and objectively report to supervisor on their behavior, health, and welfare. Keep animal records as assigned. Observe condition of assigned area(s), animal enclosures, and equipment. Monitor and clean public space(s), plants,

and interpretives as assigned. Report maintenance needs. Perform minor maintenance tasks as assigned. Clean animal enclosures, pools, and service areas. Study specific reference materials about animals in assigned area. Read other zoological and husbandry texts as assigned. Perform routines of assigned areas and specialized procedures as directed. Monitor guests to insure animal and human safety and protection of Society property. Communicate with and assist guests. Take initiative to facilitate guests' appreciation of animals and enjoyment of their visit. Demonstrate knowledge of and implement Society-wide and area emergency procedures as directed. Other related duties as assigned. *Requirements:* Bachelor's degree in relevant biological field or equivalent combination of training and/or experience required. Animal care facility, farm, kennel, or equivalent animal experience required. Incumbent must possess an understanding of practical principles of animal behavior and the ability to work with live animals safely. Good interpersonal skills. The ability to interact in a courteous and professional manner. Knowledge of natural history, zoology, or animal husbandry preferred. Must be capable of dealing with emergencies calmly and efficiently. Must learn and integrate information, knowledge, and direction quickly. Good decision-making skills. Must be alert and make sound independent judgments. Ability to perceive and act upon relevant changes in animal behaviors and conditions. Incumbent must have or acquire general knowledge about the Society, gain an understanding of the Society's mission, and become familiar with and follow Society policies and procedures. Incumbent must develop proficiency in routines of assigned areas and specialized procedures as directed. Incumbent must demonstrate the ability to accurately perform job duties. Must be reliable. Valid driver's license required for Illinois residents within 90 days of hire; valid out-of-state license required for out-of-state residents. Must be able to read, write, and speak the English language fluently. Spanish fluency a plus, but not required. Hourly Rate: Asst. Keeper: \$ 19.89/hr.; Keeper: \$ 21.87/hr.; Sr. Keeper: \$ 23.50/hr.

Keeper Any Level- Ungulates, Requisition ID# 825WL: *Responsibilities:* Prepare and distribute food as directed. Observe assigned animals closely, routinely, and objectively report to supervisor on their behavior, health, and welfare. Keep animal records as assigned. Observe condition of assigned area(s), animal enclo-

tures, and equipment. Monitor and clean public space(s), plants, and interpretives as assigned. Report maintenance needs. Perform minor maintenance tasks as assigned. Clean animal enclosures, pools, and service areas. Study specific reference materials about animals in assigned area. Read other zoological and husbandry texts as assigned. Perform routines of assigned areas and specialized procedures as directed. Monitor visitors to insure animal and human safety and protection of park property. Communicate with and assist guests. Take initiative to facilitate guests' appreciation of animals and enjoyment of their zoo visit. Demonstrate knowledge of and implement zoo-wide and area emergency procedures as directed. Other related duties as assigned. *Requirements:* Bachelor's degree in relevant biological field or equivalent combination of training and/or experience required. Animal care facility, farm, kennel, or equivalent animal experience required. Incumbent must possess an understanding of practical principles of animal behavior and the ability to work with live animals safely. Good interpersonal skills. The ability to interact in a courteous and professional manner. Knowledge of natural history, zoology, or animal husbandry preferred. Must be capable of dealing with emergencies calmly and efficiently. Must learn and integrate information, knowledge, and direction quickly. Good decision-making skills. Must be alert and make sound independent judgments. Ability to perceive and act upon relevant changes in animal behaviors and conditions. Incumbent must have or acquire general knowledge about Brookfield Zoo, gain an understanding of the zoo's mission, and become familiar with and follow zoo policies and procedures. Incumbent must develop proficiency in routines of assigned areas and specialized procedures as directed. Incumbent must demonstrate the ability to accurately perform job duties. Must be reliable. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Must be able to read, write, and speak the English language fluently. Spanish Fluency a plus but not required. For The Living Coast and Seven Seas keeper positions, SCUBA Certification required within one year of hire. This is a full-time position with rotating shifts, including weekends, holidays, and evenings. Hourly Rates are as follows: Asst. Keeper: \$ 19.89/hr.; Keeper: \$ 21.87/hr.; Sr. Keeper: \$ 23.50/hr.

Raiser's Edge Manager ID # 808 JR This position contributes to the success of the Chicago Zoological Society by supporting our mission by contributing to its financial sustainability through the maintenance and management of our donor database. Responsible for managing the Raiser's Edge donor system, data integrity, and reporting and measuring the outcomes of initiatives and programs. Ensure Raiser's Edge system is being utilized to its fullest extent. *Responsibilities:*

Maintains the integrity of the Raiser's Edge database. Documents all procedures related to the Raiser's Edge system. Maintains procedures manual for Raiser's Edge program. Co-Chairs the Raiser's Edge User Group to ensure that Society-wide protocols are established and to provide valuable opportunities to share useful information with peers from Development and other departments. Establishes work procedures and standards to maximize efficiency and effectiveness of operations. Sets up tracking systems and creates and coordinates the production of performance management reports on a monthly, quarterly and annual basis. Performs data analysis by querying the database, compiling statistics, forecasting trends, strategizing, and conducting segment analysis of direct mailings. Identifies data integrity issues and solutions and supervises data clean-up and maintenance projects. Accurately conducts global imports and global changes to the data. Directs data input/output by developing and coordinating the production of donor lists. Assists other users in various capacities relating to the database, including but not limited to queries, reports and mailings. In conjunction with the IS Department, coordinates software updates and conducts periodic systems and function review. Responsible for individual workstation set-up, issues, and security for Raiser's Edge system. Acts as point person to troubleshoot system-related errors and clarify system security. Trains new staff in use of the Raiser's Edge system. On a regular basis, conducts training sessions to ensure staff understanding of Raiser's Edge. Other related duties as assigned. *Requirements:* Bachelor's degree in Information Technology or related field or equivalent combination of training and experience required. Solid computer proficiency, technology knowledge, and related technology and data management skills. Minimum five years experience working with Raiser's Edge or similar donor information system required. Ability to compile, analyze and interpret complex computerized information. Minimum three years

experience in report writing using Crystal Reports, SQL, and/or Microsoft Office programs such as Word, Access, and Excel. At least five years progressively responsible work experience related to specific job duties involved. Experience working in a Development Office preferred. Must have strong interpersonal and communications skills with the ability to work quickly and effectively. Must be well organized and have a strong attention to detail and accuracy. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Ability to work with little or no supervision as required. Spanish fluency a plus, but not required.

Partnership Marketing Manager, Requisition ID# 788WL:

Responsibilities: Establish marketing-related sponsorships with corporations and foundations. Identify, research, pursue, pitch and secure sponsors, ensure timely and accurate contract execution, including measuring and reporting on results. Establish and manage sponsorship standards and sponsorship promotional program including activation. Establish income goals and manage fulfillment. Develop and oversee execution of annual marketing plan for sponsorships, promotions, and other general public components, and incorporate into overall marketing plan. Perform other related duties as required and/or as identified to ensure successful achievement of department and program objectives and goals.

Requirements: Bachelor's degree in Marketing or equivalent combination of related training and/or experience required. Minimum of seven years of relevant marketing or sponsorship experience required. Experience in the cultural attraction field a plus. Proven track record in securing sponsorships at the \$50K+ level. Experience in developing relationships with national and Chicago-based corporate and marketing contacts. Experience contributing to plan development, creating budgets, and timelines/key date schedules required. Strategic thinker and orientation with strong conceptual skills required. Proven ability to be proactive with respect to institutional evaluation needs, activities, and issues; and ability to deal with emergent issues, multiple projects, and clients simultaneously required. Detail orientation, persistent and helpful in bringing together the resources to successfully get the job done required. Strong interpersonal skills, coupled with a warm, amiable personality

required. Ability to interact well with internal departments, outside vendors, suppliers, prospective and current sponsors; able to build and maintain positive working relationships; and demonstrated ability to work in a team environment essential. Strong communication skills -- verbal, written, listening and presentation skills -- required. Solid analytical and creative skills required. Must be able to assimilate information quickly and translate to institution's marketing needs. An understanding of creative development and production helpful. Computer proficiency required: Microsoft Word, Excel, PowerPoint, Raiser's Edge and Outlook skills beneficial. Must be able to maintain confidential and privileged information. A high level of energy required. Must be self-motivated, flexible, confident, and enjoy working in a dynamic environment. Must possess an appreciation of conservation issues as well as a comprehensive understanding and sensitivity to external audiences required. Must represent the Society in a professional manner at all times. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Spanish fluency a plus, but not required.

Play Program Facilitator, Requisition ID# 780WL:

This position contributes to the success of Chicago Zoological Society by providing innovative nature play programs for children and families. Under the guidance of Play Program Supervisors, responsible for development of and facilitation of play programs, settings, and experiences in the Hamill Family Play Zoo, as well as in other Chicago Zoological Society events and programs.

Responsibilities: Under the guidance of Play Program Supervisors: Facilitates play with children, aged birth-10, including holding live animals, in both indoor and outdoor settings, as assigned. Responsible for the daily care of equipment, property, play program materials, and play settings, including but not limited to: daily set-up, clean-up, inventory, and proper use of all equipment and property. Creates, develops, and implements play programs and developmentally appropriate learning experiences for children, aged birth-10, and their families at Hamill Family Play Zoo. Creates, develops, and implements developmentally appropriate learning experiences and programs, with an emphasis on nature play for children aged birth-10 and their families for the Education Department Subscription Programs, Chicago Zoological Society Special Events,

and other programs as requested by the Senior Manager of Learning Experiences. Incorporates knowledge of Chicago Zoological Society, its mission and zoo-wide operations into daily job responsibilities. Becomes familiar with and follows Society policies and procedures. Provides guidance to adult and youth volunteers as directed. Attends meetings and training sessions as assigned. Other related duties as assigned.

Requirements: High school diploma or equivalent required. Bachelor's degree in Liberal Arts, Science, Fine Arts, Drama, Early Childhood Education, Environmental Education, or related field is preferred. Basic computer literacy required. Computer proficiency with Windows, Microsoft Outlook, Word, and Excel preferred. Minimum two years experience in any of the following areas are required: facilitation of play, art, drama, music, or other creative activities; working with and/or supervising adult and youth volunteers; and/or early childhood education or other educational and/or recreational experience with children aged birth-10. Must be able to work with and handle live animals including small mammals, herps, birds, and invertebrates. Experience in a zoo, aquarium, museum, nature center, art studio environment, or early childhood classroom required. A genuine interest in nature, animals, and children. Must be able to accommodate a flexible schedule with rotating days, including regular weekends, holidays and evening work as needed. Must be able to work in outdoor and indoor work settings in a variety of weather conditions. Willingness to learn play facilitation skills. Excellent customer service skills and/or demonstrated ability to work with the public effectively in both high and low visitor attendance conditions. Strong ability to communicate effectively with children of diverse background aged birth-10 and their caregivers. Must be able to read, write and speak the English language proficiently. Creative skills/abilities such as musician, actor, dancer, artist, gardener, farmer, naturalist, craftsman, costumer designer/seamstress or other skills relevant to the exhibit experience are a plus. Must represent the Society in a courteous, professional manner at all times. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Spanish fluency a plus, but not required.

Senior System Administrator/Engineer, Finance/Information Services ID # 810 JR This

position contributes to the success of the Chicago Zoological Society by providing effective support and assuring efficient IT operations for all clients, supporting a wide variety of business needs, applications, and communications necessary to carry out the CZS, mission and maintain operations in all areas responsible for guest experience and in-park activities and revenues, maintaining and controlling the Society's assets and finances, management of the animal collection, execution and management of CZS programs, and all CZS business and support functions to support organizational needs, execute operating plans, and achieve strategic objectives.

Responsibilities: Implement, test, and maintain technical controls, processes and documentation supporting all CZS compliance and information security policies and practices for all network, systems, and applications areas. Configure, monitor, and maintain Cisco switches, firewalls, and bridges as necessary to ensure the performance of the entire network, including appropriate data cabling. Manage Active Directory environment, including design and management of DNS and DHCP. Perform administration and support of Cisco VoIP telephone system including unified messaging, emergency responder, and related systems. Manage and monitor storage-area-network infrastructure and backup system including tape library unit. Perform audits and validity tests as needed to assure recoverable backups. Maintain and manage MS Exchange email system and SMTP gateway. Server hardware and software installations, upgrades, patches, service packs, as necessary. Monitor server hardware and applications for continuous uptime. Configure, monitor, and maintain Cisco Wireless Mesh system. Monitor and maintain enterprise anti-virus system. Perform upgrades as necessary. Ensure protection from latest threats and vulnerabilities. Monitor and maintain web security proxy. Provide reports and perform audits as necessary. Maintain and monitor IP video system including cameras, application, and storage performance. Assess and recommend architectural designs/changes in response to business or technical drivers. Actively participate in the planning, design, and implementation of server operating system configurations, network infrastructure, and related hardware. Provide second-tier technical support to support services staff. Other related duties as assigned including, but not limited to, reporting immediately to the Director of Information Services and the Vice

President of Human Resources any discovery of child pornography on any of the Society's electronic or information technology equipment in accordance with Society policy. *Requirements:* Bachelor's degree in Computer Science or other relevant field or equivalent combination of related training and experience required. Microsoft MCSE and/or CCNA, CCNP certification or equivalent highly preferred. Minimum 7-8 years experience providing primary network system administration/engineering support for comparable-sized organization(s). Experience with managing Active Directory, MS Exchange administration, SQL, backup/recovery, security, video conferencing, SAN/NAS, network troubleshooting, terminal server, Citrix, IP video. Experience with CISCO network switches, wireless access points/controllers, firewalls, VPN, VoIP, unified communications. Familiarity with network diagnostic devices and application software preferred but not required. Must be willing to work nonstandard hours, holidays, and weekends as required. Must carry a pager at all times, be available 24 hrs day/7 days a week, and respond as required for emergency support (on-call will be in a rotation). Ability to work independently and with a team. Must maintain confidentiality of information and respect customer privacy. Must have good communication and interpersonal skills. Excellent problem-solving and decision-making skills to effectively resolve problems in a timely manner. Ability to work under pressure, prioritizes effectively, and meet deadlines. Valid driver's license required. Illinois residents must possess a valid Illinois license within 90 days of hire. Valid out-of-state license required for out-of-state residents. Spanish fluency a plus, but not required

Senior Vice President of Animal Care, Requisition ID# 802: We are seeking an experienced professional for an exciting opportunity as Senior Vice President of Animal Care. The successful candidate will serve as a member of the Society's Executive Management Team and the senior leader for the Animal Care group. Under the direction of the Chief Executive Officer, this position will work with other key leadership to establish the direction of the Animal Care group and assure integration of activities with the Society's Master Plan, Strategic Plan, operating plans, and in furtherance of the Society's mission to inspire conservation leadership by connecting people to wildlife and nature. This individual will work collaboratively with other animal

program managers to establish, implement, and maintain high standards of animal care and oversee the implementation of husbandry programs for the animal collection, integrating activities related to animal nutrition, veterinary care, animal acquisition/disposition, breeding, recordkeeping, animal behavior, and environments. This is a visible, senior-level executive position with significant responsibility for resources, staff, animals, assets, and results achieved, overseeing roughly 130 employees, including curatorial and veterinary staff, zookeepers, and administrative support staff. The position requires an experienced, energetic animal care professional who is committed to the continual development of a comprehensive, integrated program for the Society's animal collection and high standards of animal care. We seek an individual who is highly professional, self-motivated, results-oriented, confident, and has solid communications and interpersonal skills. The successful candidate will be flexible, collaborative, and able to respond and adapt to change. Must be able to maintain strong working relationships with all levels of staff and external audiences and be a strong representative for the organization and its interests. The Senior V.P. of Animal Care will be strategic in his/her orientation, proactive, persistent, and helpful, and able to handle multiple projects and priorities. Incumbent must enjoy a challenge, be passionate about animals and conservation, have a commitment to excellence, and a continuous improvement mentality. Some occasional travel is required. Individual will be expected to be present and visible at events sponsored by the Society for employees, Board members, and other professional participants and to represent the Society externally. Thus, this individual must be prepared to make a significant commitment to the organization. Specifically, this individual will: work closely with the senior managers to assure the health and well-being of the animal collection and the integration and coordination of information, plans, and activities with other areas to assure optimum care of the collection and achievement of Society goals and objectives. Collaborate with animal program senior management to pursue the science of animal welfare and create metrics for measuring the quality of animal care, advancements in animal care, and impact of same on animal well-being; Oversee the management and care of the animal collection, as well as genetic and demographic management. This includes monitoring health and reproductive status; monitoring, assessing,

and responding to indicators of well-being; identifying the need for special dietary and/or medical treatment; and gathering research and other data needed in the care of the collection. Develops and ongoingly updates and improves procedures, protocols and systems to ensure the effectiveness of Animal Care operations; Represent the Society and the animal collection and promote its interests externally, including but not limited to representation with the AZA, local, national and international conservation groups, the academic community, and the media; Work with other Society staff to seek and secure funding for Program activities and needs; Ensure that Animal Care operations, facilities and staff comply with established protocols, policies, and procedures, professional standards, and governmental regulations; Develop and recommend a long-range animal collection plan which supports the Society's Master Plan, Strategic Plan, exhibition, and long-term goals; Collaborate with other Society staff in developing in-situ conservation programs and ensuring integration with communication and exhibition goals. Work closely with Conservation, Education, and Training Group and other staff to develop and implement an integrated and comprehensive program to achieve institutional interpretive goals; Collaborate and work with Guest Services and Marketing staff with respect to animal exhibition, guest experience, and catered events objectives. Provide technical input and serve as a resource for planning, designing and improving exhibits, and for promotions and events; Develop and administer annual operating plan and budget for assigned area of responsibility; Oversee the activities of contractors and Society staff during major construction, maintenance, and repair projects to ensure the health and safety of the animal collection, and that projects are completed on time and within budget. Participates in oversight of capital planning, construction and maintenance projects for animal facilities and enclosures; Consult with the Biological Data Manager and Registrar on animal records (individual and population) and make recommendations to address issues and identify trends in the animal collection; Assure full and effective two-way communications among staff of the Animal Care group. Position requires a Ph.D. in Animal Biology, Zoology, or relevant field or equivalent combination of training and/or experience preferred. Masters Degree in these fields or equivalent combination of training/experience required; minimum 8-10 years in a General Curator or

comparable (or higher) position at a management level; AZA professional membership and involvement preferred; knowledge/familiarity with AZA accreditation standards, code of ethics and representative husbandry standards. Familiarity with AZA or other captive population management programs. Familiarity with USDA and other regulatory requirements. Strong interpersonal and communications skills, including verbal, written and listening skills. Experience working with opposing constituencies, operating as a facilitator, and a reconciler of interests. Effective decision-maker and problem-solver. Coach and facilitator, with a strong commitment to developing staff. A role model who leads by example and can mentor and teach others; strong team orientation. Individual of strong character and ethics, who is fair, objective, sensitive, and able to withstand criticisms and personal challenges. Must be flexible, cooperative, and able to adapt easily to emerging priorities. Must be able to maintain the strict confidentiality of privileged information. Strong interest in/commitment to conservation, animals, and the natural world. Proficiency in MS Office applications (word processing and database management) essential; familiarity with animal record keeping systems, studbook programs preferred. Media experience desirable.

Temporary Keeper Hiring List, Requisition ID#823WL: The Chicago Zoological Society, which operates the Brookfield Zoo, is currently soliciting applications from qualified and experienced animal care professionals for placement on a hiring list for temporary positions. The list will be used to select qualified candidates for temporary full-time zookeeper positions which arise due to employee absences, leaves, and position vacancies. These temporary assignments may range from several days or weeks to several months, or more, depending on the particular assignment. **Placement on the temporary keeper hiring list does not guarantee employment.** Qualified individuals selected for consideration will be placed on the list for a period of up to six (6) months and may be contacted for temporary positions as they become available during that time. Individuals wishing to be considered for a longer period of time must reapply. Placement on the list will be based on the Society's assessment of each candidate's skills, experience, ability, training, availability and other job-related criteria. Consideration for individual temporary openings will be

based on the candidate's suitability for the specific opening involved. The current pay rate for these union positions is \$19.89/hour, plus benefits, including medical, dental, life, AD&D, LTD, paid time off, and other benefits. Temporary full-time Keepers receive valuable hands-on zookeeping experience, and they may apply and be considered for openings for regular, full-time zookeeper positions as they become available.

Temporary zookeepers generally must be available to begin within 14 calendar days or less of receiving notice and must be able to work rotating schedules, which includes weekends and holidays. A Bachelor's Degree in zoology, animal science, or other related biological field is preferred, a practical understanding of the principles of animal behavior, good interpersonal, communication and decision making skills, and a valid

drivers license. Prior experience as a zookeeper or in an animal care facility, farm, kennel or other relevant experience is required. SCUBA certification is required for some, but not all, temporary assignments. Prior zookeeper experience working with pachyderms (hippo, rhino, tapir, etc), large carnivores, marine aquatics, and ungulates is desirable. All candidates selected for the Temporary Keeper Hiring List must undergo a complete background and professional reference check, and those who are hired will be required to pass a post-offer physical exam. Interested candidates may submit a resume or application and cover letter to: greatjobs@czs.org, ID#823WL.

Seasonal Positions:

We have a variety of temporary, seasonal positions available.

Current Seasonal hiring needs:

Assistant Data Analyst
Membership Data Entry Clerk
Camp & Specialty Programs Counselor
Internal Auditor
Camp & Overnight Programs Lead
Bistro Server

Seasonal Play Partner
Play Program Assistant
Roving Naturalist
Seasonal Keeper- Children's Zoo
Research Assistant

The Chicago Zoological Society offers a generous benefit package for full-time positions. All employees receive free admission to the zoo for themselves and their immediate family, discounts on food and merchandise purchases, on-site training, and much more, all in a unique, fun park-like setting. If you love nature or animals, have good people skills, are looking for a fun, interesting place to work, and would take pride in working for a worthwhile, mission-based organization that is dedicated to conservation, contact us for more information!

Call our Job Hot line at (708) 688-8881. For information on current openings and how to apply, visit our Website at <http://www.czs.org> or email your cover letter and resume for each position you are interested in, noting the full position title and Requisition ID# in the subject line, to: greatjobs@czs.org. All positions are full-time, year-round positions unless otherwise noted.

Equal Opportunity/Affirmative Action Employer – M/F/D/V. Applicants are considered without regard to race, color, religion, national origin, gender, age, marital or veteran status, sexual orientation, mental or any physical disability that does not preclude performance of essential job duties, or any other status protected by law.