ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Nature Center Operations
Job Code: 5160
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to plan, direct, and manage the operations and staff of the City's nature center.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and department managers; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to supervisor; and updates and maintains department procedure manuals.

Develops and implements long- and short-term plans, goals, and objectives for the City's nature center: researches, assesses and develops strategies to meet current and future issues and concerns regarding nature center needs, including department structure, resources, facilities and exhibit maintenance, animal collection, and demographic shifts; and implements needed changes, modifications and/or enhancements.

Develops, implements, and updates policies and procedures for area of assignment: formulates and develops work methods and practices, policies, standard operating procedures, and training programs; monitors implementation of rules and regulations; and updates policies and procedures as required.

Develops, defends, and implements budget for the center: recommends budget allocations for staffing, equipment, animal collection, education programming, capital improvement needs, and other expenditures; coordinates with subordinate staff members regarding budgets; prepares, submits, and presents proposed budget to Director, Parks and Recreation; and approves and monitors expenditures and revenues to ensure compliance with approved budget.

Develops, implements, and manages work plans, programs, projects, activities, and events for the center: coordinates center operations and activities with Friends of the Nature Center staff and Board of Directors; assesses and evaluates outcomes of current work plans, animal care and environmental education programs, projects, activities, and events; identifies and researches key performance objectives and measures, best practices, and challenges and impediments to service delivery; and implements related operational improvements.

Performs related activities in support of department operations: performs public relations duties, including attending meetings, providing information, answering questions, making presentations, and coordinating division activities with other City departments and outside agencies; and prepares, submits, and presents staff reports.

Maintains a current, comprehensive knowledge and awareness of applicable laws, regulations, principles, trends, and practices relating to environmental and conservation education, zoo programs and development, etc.; reads professional literature; maintains professional affiliations; and attends meetings, workshops, conferences, and training sessions as required.

Communicates with City administrators, elected officials, supervisor, subordinates, other City employees, media representatives, consultants, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, time sheets, invoices, service contracts, budget and financial documentation, attendance reports, architectural drawings, accreditation application, United States Department of Agriculture reports, project updates and reports, international species studbook, mean kinship reports, conservation and science reports, employee performance evaluations, etc.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Biology, Animal Science, Environmental Education, or a related field required; supplemented by two years of experience in managing zoo operations, preferably at an accredited facility, or a closely related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license. Must possess and maintain membership in the Association of Zoos and Aquariums.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, water hazards, hazardous materials, toxic agents, unsafe structures, heights, confined spaces, machinery, vibrations,

electric currents, traffic hazards, bright/dim lights, animal/wildlife attacks, animal/human bites, firearms, violence, disease, pathogenic substances, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.