

# Position Description

|                 |                            |                   |                                                                     |
|-----------------|----------------------------|-------------------|---------------------------------------------------------------------|
| Position title: | Keeper                     | Team:             | Primates, Carnivores, Elephants/Seals, Birds, Ungulates, Ectotherms |
| Division:       | Tātaki Auckland Unlimited  | Reports to:       | Team Leader                                                         |
| Department:     | Animal Care & Conservation | Direct reports:   | Nil                                                                 |
| Unit:           | Auckland Zoo               | Indirect reports: | Nil                                                                 |



## Our commitment to te ao Māori

We honour Te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of Māori. You participate in initiatives to embed te ao Māori into the way we do things. You are willing to develop and build your own understanding and capability to contribute to the delivery of the directorate's Māori outcomes and wider organisation's vision to be responsive to the needs and aspirations of Māori as outlined in the Māori Outcomes Performance Measurement Framework – Kia ora Tāmaki Makaurau.



## Role Purpose

The key purpose of this role.....

A Keeper at Auckland Zoo is primarily responsible for the daily husbandry, management, and welfare of the animals at Auckland Zoo.

They help to develop and are responsible for maintaining excellent and innovative animal habitats that help to deliver an exceptional visitor experience.

Keepers play a key role in delivering Auckland Zoo's key conservation messages to public within the zoo and beyond.

There may also be opportunities and an expectation to participate in Auckland Zoo's field conservation projects in New Zealand and abroad.

For each of the Key Responsibilities listed below, a Keeper will be expected to exhibit the appropriate level of specialist knowledge, possess the appropriate animal husbandry skills, and perform the other key responsibilities at the relevant core competency level (from Trainee Keeper through to Lead Senior Keeper).

Note: Keepers are required to work weekends and public holidays.



### **Animal husbandry, management, and wildlife**

- Consistently work in accordance with established work procedures to provide best practice animal husbandry and care.
- Work with the Team Leader and other team members to continually review and improve the established work procedures on the section.
- Develop a clear understanding of Auckland Zoo's Institutional Species Plan, species roles and Species Action Plans.
- At the request of the Team Leader, contribute to the delivery of specific activities within Species Action Plans
- Complete relevant training for basic operation of relevant machinery
- At the request of the curator and the Team Leader, support colleagues with planning and delivery of animal imports and exports.
- On request participate in enclosure and precinct planning and design to ensure innovative and imaginative developments within the zoo that also represent best practice in animal management, welfare, and husbandry.
- Ensure daily that all animal enclosures comply with all relevant containment standards and report or resolve any issues that might arise.
- Ensure that pest problems are reported, and pest control measures are implemented in and around animal enclosures.

### **Animal Skills, Knowledge & Research**

- Continuously develop specialist skills, knowledge and expertise in all relevant taxa and use these to deliver best practice in the husbandry, management, and welfare of the animals.
- Exhibit animal knowledge and possess animal skills consistent with core competency level.
- Research specific topics for the team, department, or zoo at the request of the Team Leader or Curator.
- Contribute to the sharing of knowledge and the zoo's work through verbal presentations and written publications across a range of forums and opportunities.
- Attend lectures and workshops provided by the Zoo, and other external opportunities as they arise, to maximise professional development and future employability.

### **Field Conservation Activities**

- Have a clear understanding of, and commitment to, the World Zoo Conservation Strategy 2015 and the Auckland Zoo strategic commitments.
- Work with the Team Leader to develop a set of skills that can be applied to conservation work in the field.
- On request, participate in specified Auckland Zoo field conservation initiatives.
- On request, work with the Team Leader, Curator and/or Fieldwork Coordinator to develop Auckland Zoo field conservation activities.

### **Project Participation**

- Participate in relevant projects with other sections or departments to deliver high quality innovative activities and projects as appropriate

### **Health & Safety Obligations**

- Excellent general awareness of all potential health and safety issues in the team and around the zoo that could affect self and others.
- Corrective action taken to reduce or minimise health and safety risks to self and others.
- All zoo emergency procedures are understood and personal responsibilities within them are known.
- Understand this is a safety sensitive role, and as such, conduct themselves in accordance with all Tataki Auckland Unlimited and Auckland Zoo health and safety procedures and protocols.



Outcomes

## Communication and Teamwork

- Actively participate as a member of their team, and wider Auckland Zoo teams, and have a clear understanding of their role in those teams.
- As a team member, complete work to achieve daily tasks, for both the short and long-term achievement of department and zoo goals.
- Help to provide an excellent visitor experience by taking responsibility to understand and meet the needs of visitors and ensuring that they have a positive experience and return to the zoo.
- Maintain positive and collaborative working relationships internally and externally.
- Give talks, tours, or encounters as requested by the Team leader or Curator.
- Be an example of good work practice and as required, supervise volunteers, community service workers, students, interns etc.

## Administration

- Maintain records for areas of the animal team's operation as requested by the Team leader or Curator e.g., daily reports, PDPs, species action plans, species plan documents, husbandry guidelines etc.
- Provide reports to management as requested and contribute to team and department meetings and planning as required.
- Deliver efficient and timely verbal and written communication with internal and external customers to help maintain and build the reputation of the animal team, Animal Care & Conservation department and Auckland Zoo

## Advocacy, Public Relations, and Customer Service

- On request, represent the team and Auckland Zoo in broadcast and print media.
- In liaison with the Team Leader and Curator, write articles and papers and give presentations on key activities and achievements.
- Develop and practise public speaking skills to facilitate the delivery of Auckland Zoo's conservation messaging.
- When and as required, work with other teams and departments in the zoo towards the delivery of exceptional customer experience products – such as VIP experiences, commercial zoo experiences, Summer Lates.
- When requested, represent Auckland Zoo at meetings, conferences or workshops.
- Maintain positive and collaborative working relationships internally and externally.

## Organisational Obligations

- Action the organisation's good employer obligations and equal employment bicultural policies and practices.
- As an employee of the organisation, you are required to be associated, as required, with Civic Defence Emergency Management or any exercise that might be organised in relation to this organisation function.
- Promote a safe and healthy workplace by undertaking responsibilities as outlined in the organisation's health and safety policy and procedures.
- Promote activities and initiatives that assist the organisation achieve its vision and mission.

## Animal husbandry, Management & Wildlife

- Routine husbandry and diet requirements for all animals are provided without the need for supervision.
- Section procedures are continually reviewed and improved.
- All Keepers have a clear understanding of the Institutional collection, Plan, Species roles and action plans; how they relate to the zoo strategy and mission and how they relate to the day-to-day job.
- Appropriate contributions provided.
- Trained staff available to operate all required machinery.

- Assisting with animal imports and exports when requested.
- Zoo exhibits are widely recognised as being of a very high standard and are widely appreciated by zoo visitors
- All new developments are of an internationally recognised high standard and provide our animals with the best possible husbandry and welfare standards.
- All animals contained safely on site.
- Pest control performed successfully around the zoo

#### **Animal Skills, knowledge & research**

- Specialist knowledge and expertise can be demonstrated in the species that leads to best practice management husbandry and welfare in these species
- Appropriate level of skills and expertise developed and exhibited for the level of position within the team.
- Topics researched effectively when required.
- Keepers receive a broad and comprehensive grounding in all aspects of zoo theory and practice and are, as a result, better qualified for a career in zoo-keeping.
- A knowledge and clear understanding of the Auckland Zoo strategic plan and the World Zoo Conservation Strategy can be demonstrated.
- A set of skills are developed that are employed in Auckland Zoo field conservation activities.

#### **Field Conservation Activities & Project Participation**

- An Auckland Zoo field conservation portfolio is developed which actively involves a wide variety of zoo staff.
- Participation in identified field conservation projects.
- Projects delivered to required objectives

#### **Health & Safety**

- Health and safety is maintained at a very high standard around the zoo site.
- Appropriate corrective measures are taken to minimise risk.
- Emergency procedures are understood and followed.
- Effective role in teams is fulfilled.
- Tasks are achieved efficiently.

#### **Communication & Teamwork**

- Positive working relationships maintained.
- Requested activities undertaken and delivered successfully.
- Good example maintained and requested supervision undertaken
- Positive working relationships are maintained, and the reputation of the Animal Care & Conservation Team and Zoo is enhanced.

#### **Administration**

- Records are maintained and kept up to date.
- Reports provided in a timely fashion and appropriate contributions made to meetings and planning.

#### **Advocacy, Public Relations & Customer Services**

- Effective communication delivered.
- Zoo visitors have an excellent experience.
- Auckland Zoo is represented, and the reputation of the zoo is enhanced.
- The profile and reputation of Auckland Zoo is enhanced because of in these activities.

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|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                              | <ul style="list-style-type: none"> <li>• Good public speaking skills are developed, and Auckland Zoo's key conservation messages are effectively delivered</li> <li>• Exceptional customer experience products are developed and delivered.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                        |
|  <p>Key skills</p>          | <ul style="list-style-type: none"> <li>• Able to build and sustain effective working relationships with a diverse range of individuals, both within the team and external to it, with a strong emphasis on good customer relationships.</li> <li>• High level of energy and physical fitness and a willingness to work outdoors all day and in all weather conditions.</li> <li>• Good written and verbal communication skills.</li> <li>• Proficient in the use of Microsoft Office applications (Excel, Word, Outlook)</li> <li>• A knowledge of, and passion for, animals.</li> <li>• An interest and knowledge of animal conservation and conservation issues.</li> </ul>  |                                                                                                                                                                                                                                                                                        |
|  <p>Job requirements</p>    | <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Relevant (biological/conservation sciences) undergraduate degree or Certificate in Zookeeping or equivalent qualification(s) and/or relevant experience in related field</li> <li>• Current Full New Zealand Driver License (manual gear-shift preferred).</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Proven ability to work and contribute to a team environment.</li> <li>• Demonstrated experience in a zoo-keeping or related career and relevant knowledge and/or experience of animal husbandry and the zoo industry appropriate to competency level.</li> </ul> |                                                                                                                                                                                                                                                                                        |
|  <p>Key Relationships</p> | <p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Animal Team Leader (line manager)</li> <li>• Animal team colleagues</li> <li>• Other Animal Care &amp; Conservation staff – including Curators and veterinary staff.</li> <li>• Zoo Environment, Design &amp; Construction staff, especially maintenance and horticulture.</li> <li>• Brand Experience &amp; Business Development staff.</li> <li>• Conservation Advocacy &amp; Engagement staff.</li> </ul>                                                                                                                                                                                                   | <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Zoo visitors.</li> <li>• Staff at other zoological institutions.</li> <li>• Universities and colleges.</li> <li>• National and international press and media.</li> <li>• Auckland Zoo Conservation Partners</li> </ul> |

#### Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

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| Approving manager: | Version date: |
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|  | Job function: | Job family: | Job: | DFA |
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Job framework

**Budgeted:**

- Opex:
- Capex:

**Unbudgeted:**

- Opex:
- Capex: