



## KNOXVILLE ZOOLOGICAL GARDENS

### JOB DESCRIPTION

**TITLE:** Housekeeper I Level VIII

**REPORTS TO:** Lead Housekeeper III, Assistant Grounds Curator, and Curator of Grounds

**SUPERVISES:** N/A

#### **SUMMARY:**

Under supervision, the Housekeeper I will work with the Lead Housekeeper III, the Grounds Curator and Zoo staff to accomplish the general care and maintenance of the grounds and facilities, as well as, light refuse management, and other programs within the Grounds Department. The person in this position has the task of maintaining and improving the daily appearance of Knoxville Zoo grounds and facilities. This individual must keep the Lead Housekeeper III, Assistant Grounds Curator, and Grounds Curator informed of activities, accomplishments, project status and requirements.

#### **DUTIES AND RESPONSIBILITIES:**

1. Follow the procedures and guidelines relating to the well being and care of grounds and facilities. This includes constantly observing grounds and facilities and reporting problems or concerns to the Lead Housekeeper III, Assistant Grounds Curator, or Grounds Curator.
2. Follow and perform the assigned routinely scheduled (daily and long range) operations and activities of the Grounds and Housekeeping Department. These include regular grounds maintenance and housekeeping operations. They may involve, but not limited to, such tasks as vacuuming carpeted areas, sweeping and mopping all hard floors, cleaning (toilets, urinals, sinks, showers, mirrors, counters and partitions) and restocking all restrooms, litter pickup, maintaining the cleanliness of all pathways and paved surfaces, graffiti and gum removal, window cleaning, sign cleaning, cleaning mats, cleaning kitchen areas, cleaning appliances, cleaning water fountains, etc. Periodic activities may include, but not limited to, snow removal, stripping, sealing, and buffing all hard floors as needed, shampooing carpeted areas, and thoroughly clean whole facilities - light fixtures, walls, ceilings, air handling grates, baseboard moldings, lockers, desks, chairs, etc.
3. Minor proficiency in the safe operation of housekeeping and grounds equipment to include, but not limited to, trucks, carts, ladders, blowers, sweepers, buffers, polishers, shovels, brooms, hand tools (screwdrivers, etc.) and other types of grounds and facility maintenance tools and equipment.
4. Maintaining the quality, appearance, cleanliness, safety, functionality and usability of the park, its grounds, buildings and facilities, within and leading to the park on a continual basis and in the most timely, efficient, economical and organized manner. This includes all public, animal, and support areas, and all interior and exterior components. Maintaining the quality of all Zoo property and resources, natural or man-made, which is undeveloped, used for purposes other than public or exhibit areas, or held in reserve for future use.
5. Assist in the installation, set-up, and removal of special / temporary exhibits, special events, or other event related operations.
6. Follow the procedures and guidelines regarding safety of personnel.
7. Complete daily reports of activities, material / equipment use, and time management.

8. Work with other Zoo departments to follow guidelines set up for providing a positive and educational visitor experience. Provide quality customer service to both internal and external customers.
9. Demonstrate continued interest in and knowledge of advancements in the housekeeping / custodial / grounds care field.
10. Adherence to any policies set forth by Knoxville Zoo or the Grounds Department to comply with all governmental or other regulatory agencies, including, but not limited to national, state, and local codes, as well as ADA standards, AZA standards, USDA (Animal and Plant Regulations), TWRA, OSHA, MOSH, EPA, DOT, etc.
11. This position will require hands-on involvement. The individual assuming these responsibilities will be aware of the potential health and injury risks inherent with the operations of tools, machinery, vehicles, chemical use, heavy lifting (up to 100 pounds) and working in potentially dangerous animal and public environments.
12. This individual will present a professional and neat appearance at all times. The attire will be the standard Knoxville Zoo uniform. A nametag will be worn at all times when representing this position.
13. Other duties and tasks as requested or required by the Lead Housekeeper III, Assistant Grounds Curator, Grounds Curator, Operations, Deputy, or Executive Directors.

### **KNOWLEDGE AND SKILLS:**

The individual in this position must be a motivated individual and possess a working knowledge sufficient to accomplish the described duties in an efficient, safe and proficient manner. This includes a minor understanding of housekeeping / custodial / facilities maintenance, and grounds maintenance. It also includes an understanding of safety practices and procedures. Must be able to safely operate several types of housekeeping / custodial / grounds maintenance related hand tools, power tools, and light equipment. Must be able to interact with employees / volunteers in a positive, constructive, and professional manner consistent with established Horticulture and Grounds Department as well as Knoxville Zoo policies and procedures. The ability to demonstrate and impart to staff, other employees, outside service personnel and/or contractors cooperation and teamwork is a necessity. Individual should be very organized, efficient, accurate, self-motivated, and neat. He/she should also have legible handwriting, good communication skills in English (both oral and written), including, but not limited to, having good listening skills, good oral and written comprehension, and having good speech clarity and recognition when dealing with others and while communicating on phone, two-way radio or other forms of communication devices. He/she should possess the ability to react quickly, effectively and logically in high stress and/or emergency situations and to follow instructions as given. He/she needs to have the ability to learn a basic working knowledge of the building and grounds facilities used in support of the Zoo.

### **EDUCATION AND TRAINING:**

The individual in this position should have a minimum of one years experience in a grounds maintenance / housekeeping / custodial field, a high school diploma, or equivalent combination of education and experience. Prior experience at an established AZA accredited zoological environment preferred. The individual must possess or qualify for a valid Tennessee driver license and have a clean driving record.

### **WORKING CONDITIONS:**

This is a hands-on position and the individual must be physically capable of safely operating the variety of tools and equipment listed above and accomplishing the duties and responsibilities as outlined above. The individual must be able to tolerate extremes in outdoor temperatures and weather conditions. This position may require heavy lifting and moving (up to and possibly in excess of 100 pounds) repeatedly, and be able to exert up to 50

pounds of force periodically. The individual must be able to work while bending, crouching, kneeling, or balancing for extended periods of time, and should be able to crawl, push, pull, climb, while maneuvering tools and supplies, and be able to remain on feet for extensive periods. The individual assuming these responsibilities will be aware of health and injury risks inherent with traversing to/from and working at elevated heights, below ground level, in confined spaces and with the operations of machinery, various hand and power tools, vehicles, chemical use, etc., all while working around potentially dangerous animals and their environments, in potentially dangerous situations, or in possibly life threatening locations and conditions, as well as in public environments. The individual must have the ability to provide flexible working hours when necessary and may have to work early morning, late evenings, nights, weekends, or holidays. As the Knoxville Zoo is a drug free workplace, the individual must have the ability to pass pre-employment and periodic substance and TB tests.

kwm

Revised 1/31/06

8:00 pm