



CHEYENNE MOUNTAIN ZOO

JOB POSTING

Position Title: First Responder/Guest Experience

Department: Guest Experience

Reports to: Guest Experience Manager

Supervises: None

FLSA Status: Non-Exempt

POSITION SUMMARY: This position is responsible for safely answering emergency radio calls and providing emergency first response efficiently and immediately to care for injured or ill guests, employees, volunteers and/or docents. When not engaged in primary function, may also be required to function as a member of Guest Experiences Staff. This position is a seasonal position, running for 3 months beginning on the effective date you are hired. You will be scheduled 29 hours per week, usually Mon-Fri unless other coverage is needed. It is important to note that you might be scheduled to work some night events during your time in this position. The First Responder promotes professional working relationships with both internal and external customers and staff. This position is non-supervisory in nature. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork!

QUALIFICATIONS AND REQUIREMENTS:

- High school diploma or GED is required
- Candidates 21 and older preferred
- Nationally Registered Emergency Medical Technician (NREMT) or higher: EMT-I, EMT-A, or Paramedic, preferred.
- Current CPR/First Aid/AED certificate
- Be proficient with relevant medical equipment, tools, and practices • Be proficient with standard concepts, practices, and procedures within the field • Certification to teach CPR/First Aid is a plus
- Must have excellent written and verbal communication skills and demonstrate the ability to interact clearly and effectively with both internal and external customers • Must submit to and pass a pre-employment drug/alcohol screening • Must be able to provide proof that you can legally work in the United States • Must be insurable through the Zoo's liability insurance provider
- Computer efficiency in computer applications such as Word, Excel, internet and email is preferred
- Must have the ability to establish and maintain effective working relationships with co-workers, vendors, Zoo staff
- Must have or demonstrate the ability to acquire superior customer service skills in order to

effectively interact with the public

- Ability to multi-task and pay attention to detail in a fast-paced environment • Take ownership and pride in responsibilities
- Available to work flexible schedule including weekends and holidays • Available to work several evenings for special events • Ability to make good decisions and remain calm under pressure • High energy level
- Must have creative problem solving skills
- Able to work with minimal direct supervision

RESPONSIBILITIES AND DUTIES

ORGANIZATIONAL EXPECTATIONS:

- Ensure discretion with confidential information.
- Maintains courteous, helpful and professional behavior on the job. Will support the success of the entire team by promoting a collaborative work environment. • Adheres to all CM Zoo Policies and Procedures, CM Zoo Safety Policies and Procedures and OSHA safety guidelines.
- Consistently contributes to problem-solving and cooperates with identified resolutions.
- Must demonstrate regular attendance and punctuality.
- Brings issues and process improvement ideas to the attention of the Supervisor. • Maintains verbal and written skills required for the position.
- Attends meetings and participates in committees as required. • Completes trainings as required.
- Adheres to Company Dress Code Policy. Always “Zoo Crisp!” • Demonstrates appropriate level of time management in support of co-workers and the entire team.
- Represent the Zoo in a professional manner.

DEPARTMENTAL EXPECTATIONS:

Guest Experiences employees will be cross trained to work in multiple areas as needed.

All Guest Experience employees will be responsible for the following Departmental Expectations regardless of where they are assigned each shift: Emergency medical services with three primary functions:

- 1) Respond to medical emergencies and provide Incident Command (IC) for routine, intermediate and emergency calls on zoo grounds.
- 2) Provides efficient and immediate care to visitors in need of medical attention including and limited to basic first aid.
- 3) Communicating with BASE and supervisor when outside first responder aid is needed.

PRIMARY RESPONSIBILITIES: To include, but are not limited, to the following: • Is the primary First Responder provider for all medical and emergency calls on Zoo grounds. Acts as a team leader and takes responsibility for scene management as needed. Follows all protocols and contacts proper chain in accordance with Zoo code policy.

- Reassures patients and bystanders by working in a confident and efficient manner.
- Documents and prepares reports of incidents, gathers facts surrounding occurrence and sees that any necessary repairs are made in relation to accidents/injury.

Maintains a system for tracking frequency of each code.

- Complies with regulations on handling of medical emergencies in accordance with local, state, and national criteria. Keeps all required certification/licenses and skills current.
- Maintains strong lines of communication with local emergency responders like Broadmoor Paramedics and Colorado Springs Fire Department.
- Effective organization, or reorganization, and management of the IC and MOD teams to include tracking certification and training for all members. May be required to teach First Aid and CPR in-house.
- Monitors and maintains the general condition of emergency readiness supplies; maintains an inventory of first aid equipment, keeping supplies and equipment cleaned and stocked for optimal call response.
- Preparation of reports and records in all areas of responsibility. Documents activities completely to ensure appropriate information is available regarding each code called.
- Maintains prompt and regular attendance.
- Functions in uncommon situations; " has a basic understanding of stress response and methods to ensure personal well-being; " has an understanding of body substance isolation; " understands basic medical-legal principles; " functions within the scope of care as defined by state, regional and local regulatory agencies; complies with regulations on the handling of the deceased, protection of property and evidence at the scene, while awaiting additional EMS resources.
- Read and understand the Employee Handbook as well as any supplemental memos issued.
- Must always use proper behavior and conduct when using the radios and/or telephones.
- Complete training programs successfully as required
- Assist with special events and projects as needed
- Monitor cleanliness of all areas viewed by guests on a daily basis
- Perform related duties as assigned.

In addition to FIRST RESPONDER PRIMARY DUTIES, it is preferred that the following duties are for 18 years or above. Exceptions may be made in some instances.

Parking:

- Safely and efficiently assist guests in parking their vehicles utilizing CMZoo's over flow parking plan
- Demonstrate a take charge attitude in a fast-paced and dynamic environment.
- Must wear a safety vest at all times during parking duty.

In addition to the previous duties, the following positions in Guest Experience require age 21 years of age or older:

Tram & Sky Ride:

- Must have a valid Colorado Driver's License and be insurable in the state of Colorado.
- Ensure daily that all Tram battery levels are checked at the Tram Barn first thing in the morning.
- Inspect Tram for safety issues.
- Assist all special needs guests as needed. Ensure that wheelchairs and occupants are safely secured with the provided straps.
- Must follow Tram safety regulations including but not limited to: chocking wheels, maintaining a

safe speed, observe posted stop signs, removal of keys if applicable, always aware of surroundings, etc.)

• **INDEPENDENT ACTION**

Must be a self-starter, take initiative, possess a high level of multi-tasking ability under high degree of pressure and be able to work with limited supervision. • **EXTERNAL AND INTERNAL RELATIONSHIPS** Must be a cooperative and collaborative member of the team and able to handle interruptions and requests for information and assistance from employees with an attitude of good customer service.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Requirements** - While performing the duties of this job, the employee is frequently required to stand; walk; lift heavy objects; sit; use hands to finger, handle or feel objects, tools, or controls; talk, see, hear and smell. The employee is occasionally required to reach and stretch with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may be required to endure extremes in temperature and may work in hazardous environments where personal protective equipment is required. Requires full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use department equipment, to communicate effectively; requires standing, walking, sitting (possibly for long periods of time) and performing repetitive tasks (including working on the computer) for up to the entire work day; requires the ability to lift/carry up to 30 pounds using appropriate body mechanics.
- **Visual, Hearing and Communication Requirements** - Requires corrected vision and hearing to within normal range, with or without reasonable accommodation. Must be able to communicate effectively in verbal and written form with all levels of personnel within and outside of the organization.
- **Environmental Conditions** – Working in an outdoor environment. Work space may be shared. Working conditions may be noisy with fluctuating indoor and/or outdoor temperatures. May be exposed to a risk of bodily injury through contact with moving instrumentation, substances and other conditions common to an office or Zoo environment. Subject to exposure to animals or Guests which may have the potential for physical aggression. May be exposed to a risk of bodily injury through contact with moving instrumentation, toxic substances, bodily fluids, animal attack, communicable diseases, outdoor weather conditions and other conditions common in a Zoo environment. Subject to unpleasant odors. May be exposed to wet/humid/sunny/icy conditions.
- **Pressure Factor** - Requires working under stressful conditions. Moderate pressure to meet scheduled and recurring deadlines. Permanent

Hours: Full-Time Temporary/Seasonal (maximum of 40 hours per week for 12 weeks) **Pay:**

\$17.00/hour

Benefits: Zoo membership, discounts on concessions and gift shop purchases, and scheduled animal encounters.

Acknowledgement

I have read and understand the above job description; and I can perform the essential functions of this position and ensure that the Organization's Quality Systems, Policies, Goals and Objectives are met and maintained.

Print name

_____ Signature Date