



Zoo Ranger

Our Mission: Houston Zoo connects communities with animals, inspiring action to save wildlife.

Our Vision: Houston Zoo will be a leader in the global movement to save wildlife.

This position encompasses duties of providing exceptional internal and external guest service to all zoo guests and staff. Other duties include extensive on grounds patrols where the ideal candidate will have proven experience being observant to safety hazards, respond to first aids, and possess the ability to conduct oneself in a professional manner during emergency situations.

This is a uniformed position that requires working during scheduled holiday periods and school vacation weeks due to increased attendance.

Duties:

- Provides exceptional internal and external guest service per established guidelines. Greets and assists guests in a friendly and positive manner regarding Zoo offerings, prices, information and directions.
- Patrol and monitor all areas of the zoo.
- Know the department manual, emergency plans, and knowledge of emergency phone numbers and protocols.
- Responds to first aid, medical needs and a variety of other emergencies according to Zoo policies and procedures in a timely manner.
- Investigate all recordable incidents and deliver reports based on findings.
- Assist in reuniting lost children with parents and/or guardians.
- Assist with returning lost and found items in a timely manner.
- Respond to and resolves guest concerns.
- Respond to emergency situations providing assistance to guests and staff.
- Point person at Giraffe Feeding platform and entrance.
- Work the guest relations desk and control room with professionalism and be familiar with all codes and protocols. Monitor employee delivery access and pedestrian gate.
- Prepare daily and evening reports.
- Assist with special events as required.
- Participate in and pass Department of Public Safety Non-Commissioned Security Officer training.
- Gather information from internal zoo departments such as a zoo keeper chat, building and area closures. Provide information about special events and attractions through the Daily Update, kiosks, and zoo website.
- Provide tours as assigned by Ranger Supervisors, Senior Ranger Supervisors and Development.
- Provide support and security during Zoo escorts.
- Ability to monitor video footage for up to three hours.
- Keep guest service and safety as a priority.
- Report unsafe conditions and zoo or safety violations.
- Secure premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
- Trained on dispatch duties and familiar with all codes and protocols.
- Be the department's point person for a specialized task as assigned by Ranger Management.
- Organize and conduct specialized training specific tasks as assigned by Ranger Management, and to continue education as needed.
- Opens and secures building facilities as instructed by Principal Ranger, Ranger Supervisors and Senior Ranger Supervisors.

Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Ability to work irregular hours and outdoors
- Ability to work nights, holidays, weekends and extended hours
- Must be eligible to complete and receive certification as a Non-Commissioned Security Officer through the Texas Department of Public Safety, Private Security Bureau (No current or prior Class A or B misdemeanors or felony convictions)
- Must be able to maintain eligibility to keep certifications as an Non-Commissioned Security Officer.
- Valid driver license with acceptable motor vehicle record to maintain zoo standards of insurability required

Education and/or Experience:

- Must be at least 18 years of age
- High school diploma or equivalent required
- Previous experience in a fast paced guest or customer service focused field is strongly preferred
- Security or medical emergency experience, desired
- Leadership experience, desired
- Fully trained non-commission security officer, desired

Physical Demands

- Perceiving the nature of sounds with or without correction, to receive detailed information through oral communication.
- Activities in which you must convey by spoken, detailed word or important spoken instructions to others accurately, loudly, or quickly.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Ascending or descending stairs, ramps and the like, using feet and legs and/or hands and arms.
- Raising objects from a lower to higher position or moving object horizontally from position to position.
- Close and distance vision
- Ability to lift up to 50 pounds.
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- Manual dexterity sufficient to reach/handle items and work with the fingers.
- Moderate physical activity performing somewhat strenuous daily activities of a primarily production/technical nature.
- Heavy physical activity performing strenuous day activities of a primarily production/technical nature.
- Extensive physical activity performing strenuous daily activities of a primarily production/technical nature.

Work Environment

- Outdoors exposed to changing weather conditions (for instance, rain, sun, snow, wind, etc.)
- Very loud (examples: jack hammer work, front row at rock concert)

E-mail resume and completed application to careers@houstonzoo.org

Houston Zoo is an Equal Opportunity Employer