

Classification Description



Title: Nutrition Technician 2
Department: Zoo
Job Code: 0535
Pay Grade: 360
FLSA Status: Non-exempt

Bargaining Unit: LIUNA 483
Established: 11/2006
Revised: 7/2023
EEO Category: Technicians

CLASSIFICATION DESCRIPTION

Responsible for daily operations management of the Animal Nutrition Center including purchasing, inventory, stocking, preparing and dispensing all animal food items and supplies. Responsible for completing administrative tasks including preparing documentation related to purchasing, contract bids, recordkeeping, facilities maintenance, and reporting. Provide input to the division's budget and strategic planning process. Assist in scheduling and assigning Nutrition Technicians daily workloads. Assist in the development and evaluation of animal diets.

DISTINGUISHING FEATURES

The Nutrition Technician 2 is distinguished from Nutrition Technician 1 by responsibility for operations management of the Animal Nutrition Center including procurement of all animal food, implementation of diet prep processes, and maintenance of diet records. The Nutrition Tech 2 also assists the Animal Nutrition Manager with diet development and nutritional evaluations.

DUTIES AND RESPONSIBILITIES

1. Assigns and coordinates workloads of Nutrition Technicians and schedules other staff in area of responsibility to obtain maximum effectiveness. Develops weekly/monthly work plans/activities, coordinates input from other animal management and Zoo staff.
2. Leads the work of the Nutrition Technician 1; schedules work and provides daily oversight and direction. Provides input to management regarding work performance.
3. Develops and maintains food supply minimums and ensures freshness and proper rotation. Maintains food inventory and inspects food supplies to ensure freshness and proper rotation in compliance with USDA standards. Facilitates communication regarding procurement/inventory operations. Assists Animal Nutrition Manager in forecasting annual dietary and food supply needs.
4. Evaluates Animal Nutrition Center operations in order to develop standard protocols and procedures for the department. Implements nutrition policies for compliance with Metro, USDA, and AZA rules and regulations. Oversees and ensures the Animal Nutrition Center commissary warehouse is clean and in compliance with rules and regulations. Assigns cleaning duties to staff in order to maintain a sanitary work environment.
5. Assists with feed quality control program.
6. Assists Animal Nutrition Manager with formulation of new diets, seasonal diet adjustments, assist-rearing plans, body condition scoring, and evaluation of existing diets based on current industry standards.

7. Develops basic diets, under the direction of the Animal Nutrition Manager, for all Zoo animals; consults with Animal Keepers regarding eating habits of animals and feeding methods that are natural and healthful to animals. Assists Animal Nutrition Manager with reformulating diets to align with the most current industry standards and findings provided by nutrition science.
8. Establish and update diet preparation procedures according to approved diet changes and communicate changes to Nutrition Technicians and relevant animal care and veterinary staff.
9. Leads and guides area training and serves as a resource on practices. Maintains compliance with USDA and AZA rules, regulations, and guidelines.
10. Assists in preparing bid specifications. Obtains quotations for food orders. Consults with food vendors concerning availability and cost of food items for Zoo animals. Places orders for food supplies. Receives supplies and verifies shipments against orders and invoices.
11. Completes administrative tasks including preparing documentation related to purchasing, recordkeeping, and reporting.
12. Provides input to the division's budget and strategic planning process.
13. Oversees, directs and coordinates safety and emergency responses, compliance with safety rules, OSHA standards, work rules, and security interfaces with Zoo and area policies and procedures, and guides development of work plans to improve short- and long-range emergency preparedness.
14. Helps prepare all animal diets on a daily basis; sets up diets for delivery; and delivers diets to animal areas throughout the zoo as needed.
15. Maintains and processes various computer and paper-based records associated with requisitions, purchase orders, invoices, feedings, bid specifications, contracts, inventories, feed quality control testing, nutritional analysis, etc.
16. Inspects commissary freezers, coolers and other equipment and arranges for necessary maintenance. Facilitates maintenance and repair of physical facility and equipment.
17. Under the direction of the Animal Nutrition Manager, advises the Veterinarian in caring for animals with nutrition-related health problems.
18. Performs Nutrition Technician 1 duties as needed.
19. Schedules and leads area meetings.
20. Oversees and monitors day-to-day supervision of team functions, operation and professional conditions; and enhancement of visitor education and experience.
21. Leads and oversees professional interactions with public through tours, phone inquiries, meetings, media contacts, web and written communication.
22. Manage the Zoo's scale inventory. Coordinate scale repairs and purchases for Animal Nutrition Center and animal areas as needed. Maintain scale calibration schedule and coordinate calibration as needed.
23. Collaborate with Horticulture staff on browse-related projects such as silage.
24. Attend relevant conferences, courses, and professional development opportunities to support advancement of animal nutrition at the zoo.

It is the responsibility of all Metro employees to:

1. Actively participates on committees and/or attends meetings as assigned.
2. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.
 - Builds and maintains positive relationships and contributes to a positive team atmosphere; engages others in ways that foster respect and trust.
 - Encourages and appreciates diversity in people and ideas – seeks to understand the perspectives of others.
 - Provides excellent customer service – assists the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practices continuous improvement - researches new possibilities, contributes ideas and stays current in field of work.
 - Demonstrates sustainable practices in applicable field and generally for resource use and protection.
 - Works assigned schedule (if applicable) and exhibits regular and predictable attendance.
 - Works in a safe manner and follows safety policies, practices and procedures.
 - Complies with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Performs assigned duties during an emergency situation.
4. Performs other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Associate's degree in Animal Science, Animal Nutrition, Nutrition Science or related field and,
- A minimum of two years of experience working within animal or comparative nutrition in some capacity or,
- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

Special Requirements:

- Moderate experience with computer software including MS based word-processing and spreadsheets.
- Experience directing and leading the work of lower-level staff and/or volunteers.
- Possession of, or ability to obtain, a valid, current driver's license.
- Possession of, or ability to obtain, a forklift operation certification.
- Possess or obtain a food handler's card within probationary period.

Knowledge, Skills and Abilities:

- Knowledge of warehouse operations including purchasing, inventory management, and maintaining positive vendor relations.
- Knowledge of principles and practices of nutrition as applied to the care and feeding of Zoo animals.
- Knowledge of food requirements for Zoo animals and feeding methods that are natural and healthful to animals.
- Knowledge of purchasing practices, including preparation of bid specifications, bulk ordering and record maintenance.
- Knowledge of standard recordkeeping and reporting policy in designated area.
- Knowledge of standard veterinary tests and examinations associated with nutritional ailments and treatments which might be administered.
- Skill in safe food handling techniques.
- Skill in preparing and analyzing diets for nutritional adequacy and to make comparative cost studies of foods in relation to nutritional value.
- Ability to translate food requirements into cost efficient ordering and inventory practices.
- Ability to maintain accurate and complete records requiring mathematical computations.
- Ability to establish and maintain effective working relationships with other employees, food suppliers and the general public.
- Ability to prepare accurate reports related to every area of the position.
- Ability to provide input on the division's budget and strategic planning process.
- Ability to direct the work of lower-level staff and volunteers.
- Ability to prioritize and self-direct daily work activities.
- Ability to anticipate animal feed stocking needs and plan food orders to ensure a continuous supply of food for all of the Zoo's animals.
- Ability to operate commercial food preparation equipment, including but not limited to, industrial food processors and mixers, hammermills, band saws etc.
- Ability to operate motor vehicles including forklifts and delivery vehicles.
- Ability to maintain confidentiality.
- Ability to perform essential duties and responsibilities.
- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.
- Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

SUPERVISION RECEIVED

- Supervision is received from the Animal Nutrition Manager.

SUPERVISION EXERCISED

- Serve in a lead capacity over Nutrition Technician 1 and volunteers. Lead duties typically include new employee orientation, training, direction on work procedures and performance standards, assigning and overseeing work, following up on assignments, scheduling and providing input to the supervisor regarding hiring and performance evaluation; may participate in the screening and interview process.

WORK ENVIRONMENT

- Duties may require prolonged strenuous efforts in hazardous locations, contaminated areas, enclosed spaces, at heights, in inclement weather and other adverse conditions.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties.