

## **Tulsa Zoo Management, Inc.**

### Position Profile/Job Description: Director of Facilities & Construction

**Position Title:** Director of Facilities and Construction

**Reports To:** President/CEO

**FLSA Status:** Salaried, Exempt

**Safety-Sensitive:** Yes

*Tulsa Zoo Management, Inc. (TZMI) is a 501(c)(3) nonprofit organization with the mission of "Connecting, Caring, Advocating for Wildlife, People, and Wild Places." A dynamic group of passionate individuals brings the zoo to life each day, 365 days per year, caring for animals, greeting guests, educating the public and managing the facilities. Each member of the team is integral to the success of the zoo as a key asset in the City of Tulsa and the Northeast Oklahoma region, delivering recreational opportunities, providing unplugged family time and conserving animal species for future generations.*

#### **Position Summary:**

This position provides strategic direction, oversight and leadership for the overall daily operations and management of the Tulsa Zoo in the key areas of facility maintenance/repair, fleet maintenance/repair and construction management including new/renovation construction. The Director of Facilities and Construction focuses on performance excellence by identifying best practices, building measurement systems and improving operational efficiency and functionality. This position develops operational policies, procedures and plans organization-wide to enhance zoo operations.

As a member of the zoo's Senior Leadership Team, the Director of Facilities and Construction develops strategies to ensure the zoo's facilities operations, zoo campus management and capital improvement projects are aligned with the organization's mission. This position supports the President/CEO and Board and guides the development and execution of the zoo's strategic and operating plans, goals and budgets as well as communicates a broad vision to the organization and the community.

## **Essential Duties and Responsibilities:**

- Oversees the Operations Department and the repair and maintenance program for the zoo. Ensures priorities are defined, identified and established for maintenance related projects. Ensures short- and long-range strategies and plans for improving zoo campus and infrastructure, including zoo master plan, are integrated into ongoing maintenance and repair and capital outlay programs.
- Responsible for oversight and management of all construction, renovation, and repair including but not limited to capital improvement projects and of outside architects, engineers and construction service providers.
- Leads and implements short- and long-range organizational strategic priorities, advances the zoo's mission and goals, and communicates a broad vision to others; builds a positive image and public awareness of and interest in the zoo. Acts as an ambassador for the zoo, exhibiting understanding and commitment to zoo's mission.
- Plans and directs a comprehensive program of building and maintaining positive institutional relationships with individuals, private sector, professionally related organizations, and government agencies to achieve established goals and objectives of the zoo.
- Evaluates the effect of internal and external forces on the zoo; stays abreast of important industry trends and legislation that could potentially impact the organization; communicates regularly to other staff to facilitate awareness of strategic opportunities and challenges in building support for zoo priorities.
- Responsible for working conditions and use of equipment to increase safety and efficiency of shop, department, and work crew.
- Responsible for prioritization and management of preventive maintenance plan and program, fleet maintenance plan and program, and repair work orders for TZMI's exhibits, facilities, grounds and equipment.
- Oversees construction projects including design and construction, with responsibility for owner's representative, managing architect, construction services providers and others. Ensures projects are brought in on budget, on time and built to specification.
- Ensures TZMI Procurement Policy is followed and works with the VP of Finance and Administration, or other staff as needed, in preparation of RFP/RFQ documents, bids, contracts, proposals for construction and facilities related services. Manages selection process and the relationship with same once a contract is executed.
- Serves as liaison between independent contractors (owners' representative, architects, construction service providers, etc.) assuming responsibility for resolving issues, ensuring internal/external effective communication (e.g., design changes) and monitoring billing to ensure accurate accounting of funds.

- Produces management reports (e.g., progress, budget, and timeline) as it relates to capital improvement projects, other assigned construction projects, renovations or major repairs. This includes budget reports, project management timelines, status reports, etc.
- Ensures compliance with applicable federal, state and local mandates governing environmental protection, flood control, hazards to buildings and building occupants, public and employee safety, and access compliance (Americans with Disabilities Act). Collaborates with other divisions (e.g., Safety, animal departments) to implement and oversee OSHA, USDA, AZA and zoo emergency plan compliance.
- Ensures contingency plans are in place for events or catastrophes that might impact operations of the Zoo. This includes preparedness planning for weather events, civil events, etc.
- Ensures compliance with applicable building codes, regulations, and guidance.
- Reviews, maintains and enhances written and electronic systems and protocols (e.g., databases, tracking systems, online work requests, etc.) to track, plan and manage zoo campus facilities, including construction and renewal/replacement projects, preventative and routine maintenance, user/client service requests, etc.
- Participates in the planning and design of new exhibits, buildings and facilities or evaluation of existing exhibits, buildings, and facilities for renovations/repairs; reviews blueprints; recommends priorities, alternatives and best practices. Performs field inspections of exhibits, buildings, facilities and construction projects. Responsible for ensuring zoo leadership team has knowledge of all happenings related to these various projects.
- Develops various budget recommendations; monitors and controls assigned budget lines and authorizes expenditures; assures timely and accurate reporting of budgets.
- Develops, reviews and maintains operational policies and procedures within key areas of responsibility; provides training and tools as necessary and ensures adequate compliance with policies and procedures.
- Creates performance excellence by capacity building of staff, fostering a culture of best practices, building measurement systems, analyzing data and improving operational efficiency and profitability. Translates zoo goals into operational practices and holds team members accountable.
- Serves as a staff resource to Board and serves on Buildings and Grounds Committee; supports President/CEO and other Senior Leadership Team members in Board communication and engagement.
- Participates in a wide variety of larger community needs which may include AZA/WAZA and other professional groups. Represents zoo at professional conferences and workshops and/or as a member of professional advisory groups, management groups, and other committees.

- Conducts and attends staff/department meetings to discuss needs of zoo and staff and to resolve problems and learn new procedures or policies.
- Maintains necessary testing/vaccinations as required (TB, rabies, etc.)
- Responds to emergency calls after normal operating hours.

Other duties may be assigned in keeping with the mission of Tulsa Zoo Management, Inc. (TZMI)

### **Supervisory Responsibilities:**

Directly supervises one employee as well as outside contractors. Carries out supervisory responsibilities in accordance with the TZMI's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

#### *Excellence and Continuous Improvement*

- Works hard consistently and enthusiastically, steadfastly pushing for greater results
- Resolves problems and initiates action in an expedient manner
- Makes suggestions, offers solutions and thinks outside the box
- Demonstrates a commitment to continuous improvement both personally and professionally
- Deals courteously and effectively with the public at all times

#### *Integrity*

- Accepts accountability for personal performance and behavior
- Admits and takes responsibility for correcting mistakes
- Keeps confidences
- Represents collective interests over personal gains

### *Teamwork*

- Able to establish and maintain effective and professional working relations with coworkers
- Demonstrates willingness to be a team player
- Relates well to all kinds of people, building rapport with diplomacy and tact
- Shows empathy and respect towards the diverse ideas and beliefs of others

### *Stewardship and Conservation*

- Demonstrates good stewardship in use of time, money and materials
- Respects, maintains and optimizes the use of zoo equipment and resources
- Actively participates in conservation efforts, whether internal or external
- Thinks ahead with actions that would affect the proper preservation and protection of animals, plants and natural ecosystems
- Serves as an ambassador for the zoo and its mission

### *Fun*

- Uses humor in a positive and constructive way
- Promotes the organization having a positive, unique and memorable impact on guests and fellow employees

### *Safety and Security*

- Adheres to all safety regulations and policies and maintains a safe and productive workplace for animals, guests and fellow employees
- Reports potentially unsafe conditions

### *Project Management*

- Develops project plans
- Coordinates projects and communicates changes and progress to the team
- Completes projects on time and budget

### *Leadership*

- Displays passion and optimism
- Inspires respect and trust
- Serves as a role model for employees, embodying TZMI's core values
- Mobilizes others to fulfill the TZMI mission and vision
- Effectively influences actions and opinions of others
- Accepts feedback from others
- Gives appropriate recognition to others

### *Managing People*

- Delegates tasks, projects and assignments effectively
- Includes staff in planning, decision-making, facilitating and process improvement
- Makes self available to staff
- Provides regular performance feedback
- Develops subordinates' skills and encourages growth
- Continually works to improve supervisory skills

### *Business Acumen*

- Understands business implications of decisions
- Displays orientation to profitability
- Demonstrates knowledge of market and competition
- Works within approved budget
- Develops and implements cost saving measures
- Develops strategies to achieve organizational goals
- Adapts strategy to changing conditions

### *Innovation*

- Displays original thinking and creativity
- Meets challenges with resourcefulness
- Generates suggestions for improving work
- Develops innovative approaches and ideas

### **Qualifications:**

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

#### *Education and/or Experience*

Ten years of extensive and varied experience in construction, building maintenance, facilities maintenance, repair/replacement and operation services in a campus environment or equivalent combination; three years of experience at a responsible supervisory level at a multiple facility or complex campus. Zoo, university, hospital, attraction or similar experience preferred. Bachelor's degree from accredited college or university in facility management, construction management or related field a plus.

#### *Language Skills*

Ability to read, analyze, and interpret scientific or technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to TZMI employees, top management, board of directors and public groups.

#### *Mathematical Skills*

Ability to calculate figures and amounts such as discounts, proportions and percentages. Ability to apply basic concepts of algebra and geometry. Ability to apply concepts such as fractions, percentages, ratios and decimals to practical situations.

#### *Computer Skills*

Microsoft Word; Microsoft Excel; Microsoft PowerPoint or Prezi; Microsoft Access; Internet Browser(s)- Explorer, Chrome, Safari, etc.; experience with work order or issue tracking software a plus.

#### *Other Skills, Abilities or Qualifications*

Ability to work a flexible schedule including evenings, weekends and holidays as necessary.

Operational experience in a zoo setting preferred. Must possess a valid driver's license and be insurable on TZMI's insurance carrier. Must have an understanding of occupied structures and multi-structure sites, including HVAC, plumbing, refrigeration, electrical systems and construction trades and practices. Must have an understanding of the methods, practices, tools and materials used in building, grounds, vehicle and equipment maintenance. Ability to manage multiple projects and deadlines simultaneously.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position involves significant standing; significant walking; moderate sitting; significant reaching with hands and arms; moderate climbing or balancing; moderate stooping, kneeling, crouching or crawling; significant talking or hearing and moderate lifting over 60 pounds.

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work environment involves moderate work near moving mechanical parts; minimal work in high, precarious places; minimal work with or near toxic or caustic chemicals; moderate work in outdoor weather conditions; moderate work with loud noise level.

### **How to Apply:**

The Tulsa Zoo has retained the consulting firm Relevant Strategies & Solutions (RS&S), to assist in identifying and reviewing qualified candidates. RS&S ([www.rssconsultantsllc.com](http://www.rssconsultantsllc.com)) has supported the AZA community for over 30 years. RS&S Managing Partner Rick Biddle and Project Manager Thomas Biddle will be working to identify the "right fit" candidates for the Tulsa Zoo.

**Qualified candidates must submit a PDF cover letter and resume to:**

**[jobs@rssconsultantsllc.com](mailto:jobs@rssconsultantsllc.com)**

**Contact Thomas Biddle if you have any questions: [tbiddle@rssconsultantsllc.com](mailto:tbiddle@rssconsultantsllc.com)**

**TZMI is an Equal Opportunity Employer as defined by the EEOC.**

**All correspondence received will be confidential.**