

# Employment Opportunities

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## Education House Animal Care Team Mentor

(Program Assistant II)

Internal and general recruitment

<b>Status:</b>	One full-time position
<b>Work location:</b>	Oregon Zoo Volunteer Resources Division – Family Farm 4001 SW Canyon Rd., Portland, OR
<b>Pay range:</b>	\$16.83 - \$22.53/hourly This position is represented by AFSCME Local 3580 and is non-exempt
<b>Recruitment number:</b>	Zoo-0042-Oct09
<b>Application deadline:</b>	October 19, 2009 (internal) October 26, 2009 (general)

**Internal applicants** must be current employees of Metro or MetroERC having regular, regular part-time or temporary employment. Temporary employees employed by Metro or MetroERC must have gone through a competitive selection process for the position currently held. Regular employees must have successfully completed their initial probationary period.

**Please carefully follow application procedures at the end of the announcement.**

### Position summary

This position is located in the Volunteer Services Division – Family Farm.

Performs a variety of technical and administrative duties in support of the Education Animal House. Coordinates the care of the contact animals at the Oregon Zoo. Duties include providing support to youth and adult volunteers; day-to-day oversight of animal care operations; scheduling animals for all education programs within the parameters of animal care and handling guidelines; creating training materials and making presentations. Supervision is received from the Volunteer Resources Manager and the position requires close collaboration with the Farm Animal Care Team Mentor, the Youth Volunteer Coordinators and Conservation Education Program Coordinators.

### Essential job duties

An employee in this position must be able to perform all of the essential job duties listed below with or without reasonable accommodation; however, this list is not intended to include all of the specific tasks which an employee in this position may be expected to perform.

- Coordinates the daily operation of the Educational Animal House year-round, and the Insect Zoo in winter, including maintaining animal care routines, preparing animal diets and completing and maintaining records. Mentors volunteers, including training and leading adult and youth volunteers through daily tasks such as husbandry, enrichment, training, grooming and cleaning.
- Trains volunteers and interns by demonstrating animal care and public presentation techniques; encourages volunteers to practice and demonstrate skill in animal care and making presentations; provides positive coaching and suggestions for improvement.
- Promotes the Zoo as an educational environment and a place for developing related job skills for teenagers. Creates a supportive atmosphere that enables teens to grow as individuals.

- Collaborates with stakeholders to schedule contact animals to meet the Zoo's needs, including camps, overnights, Wild Life Live and others. Continuously assesses and improves procedures for effective scheduling.
- Follows established protocols to maintain animal health and security and safety of guests.
- Assists zoo staff with education materials for the education animal program, including information about animal behavior, habitat, etc.
- Communicates effectively with living collections, conservation, veterinary and other staff about issues relating to animal care, health, scheduling and other operations.
- Performs other duties as assigned.

## Minimum Requirements

High school diploma or G.E.D and two years animal care experience; experience mentoring youth; experience supervising volunteers; or any combination of education and experience which would provide the applicant with the desired knowledge skills, and ability required to perform the job.

## Knowledge, skills and abilities

- Knowledge of animal care for a variety of animals (reptiles, mammals, insects, birds)
- Knowledge of common environmental enrichment and animal training practices
- Knowledge of animal behavior as an indication of general health and well being
- Knowledge of presentation skills
- Knowledge of and ability to use a computer and relevant software.
- Ability to present animal training and care concepts to individuals as well as groups.
- Ability to mentor and coach youth and adult volunteers
- Ability to provide direction to seasonal and volunteer staff
- Ability to communicate effectively (orally and written)
- Ability to cultivate teamwork and responsive customer service
- Ability to maintain comprehensive and accurate records
- Ability to lift 40 pounds; ability to work standing for several hours at a time; and the ability to work under inclement weather conditions

**Benefits:** Metro provides generous health care benefits that vary depending on the plan the employee chooses, bargaining unit affiliation, and employment status. Metro participates in the Public Employees Retirement System (PERS), contributing both the employer and employee portion. Employees hired after August 2003, who have not previously worked in a PERS benefited position will participate in the OPSRP program; eligibility for OPSRP generally begins the first of the month after working 6 full months. Eligibility for Tier 1 or Tier 2 PERS generally begins after working 600 or more hours in a 12-month period.

**Immigration law notice:** Only US citizens and those authorized to work in the United States will be hired. All new employees will be required to complete and sign an employment eligibility form and present documentation verifying identity and employment eligibility.

**Equal employment opportunity:** All qualified persons will be considered for employment without regard to race, color, religion, sex, national origin, age, marital status, familial status, gender identity, sexual orientation, disability for which a reasonable accommodation can be made or any other status protected by law. Assistance will be gladly provided upon request for any applicant with sensory or non-sensory disabilities.

**Veterans' preference:** Under Oregon Law, qualified veterans may be eligible for veteran's preference in application for Metro/MERC positions. If you are a veteran, or disabled veteran, and would like to be considered for a veteran's preference for the job for which you are applying, check the appropriate box on the Metro application. If an application is not requested as part of the application process, indicate your desire for veteran's preference consideration in your cover letter. **To qualify**, veterans must provide appropriate documentation along with their application materials before the application deadline date listed on the job announcement: Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status. Disabled Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status, and 3) your public employment preference letter from the US Department of Veterans' Affairs.

## Application procedure

This position opens to internal and general candidates on October 9, 2009.

### To apply, submit the following

1. Metro/MERC standard application form
2. Applicant contact information form (located on page 3 of the application)
3. Responses to the required supplemental questions listed below

Note: If you do not include all of these materials, your application will be incomplete and will not be considered.

### Required supplemental questions

- All applicants must submit a written or typed response to each of the following.
  - The responses must be addressed individually and included with the application on a separate sheet(s).
  - Write your telephone number, including the area code, in the upper right corner of each page, but not your name.
  - Your responses will be used as part of your application evaluation.
- 1. Both youth and adult volunteers volunteer with the contact animals, learning basic animal care at the direction of the mentor. Please describe how you would motivate and coach a diverse group of youth volunteers.**
  - 2. Please describe your husbandry experience with a wide variety of contact animals (reptiles, mammals, birds). What were the benefits of working with animals used for education and presentation, and what were the challenges?**

### Submit your application

**Deadline:** 5 p.m., October 19, 2009 (internal)  
5 p.m., October 26, 2009 (general)

**E-mail:** [jobs@oregonmetro.gov](mailto:jobs@oregonmetro.gov)  
Please include the word "Application" in the subject line of your e-mail. Electronic attachments must be in MS Word or PDF format. We are unable to download ZIP files.

**Mail or drop off:** Metro Human Resources Department  
600 NE Grand Ave, Portland, OR 97232

**Fax:** 503-797-1798

### Important notes about your application

- Applications received after the deadline will not be considered.
- The date and time of our e-mail/fax system will be used to determine if application materials are received by 5 p.m. on the deadline.
- Any unsolicited materials will be discarded. All materials submitted become the property of Metro and will not be returned.

### Follow-up

After the application deadline, it usually takes about three to four weeks before the hiring manager selects those individuals who will be interviewed. You can find out the status of a position for which you've applied by: (1) calling the job hotline at (503) 797-1777 and listening for the recruitment update prompt; (2) accessing Metro's website at [www.oregonmetro.gov/jobs](http://www.oregonmetro.gov/jobs) and clicking on the Recruitment Status Updates link. Weekly recruitment status updates will be posted on the job hotline and web site every Friday. When accessing recruitment updates, you will need to know the title of the job for which you applied.

### An Equal Opportunity/Affirmative Action Employer