## POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>Position Description</th>
<th>Keeper</th>
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</thead>
<tbody>
<tr>
<td><strong>Position Title</strong></td>
<td>Keeper</td>
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<tr>
<td><strong>Work Location</strong></td>
<td>Taronga Zoo / Taronga Western Plains Zoo</td>
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<tr>
<td><strong>Responsible To</strong></td>
<td>Life Sciences Manager Taronga Zoo</td>
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<tr>
<td><strong>Classification/Grade</strong></td>
<td>Keeper</td>
</tr>
<tr>
<td><strong>Industrial Instrument</strong></td>
<td>Taronga Conservation Society Australia Salaried Employees Award</td>
</tr>
<tr>
<td><strong>Employment Status</strong></td>
<td>Full time – Temporary, Full time – Permanent, Part time – Temporary, Part time – Permanent, Casual</td>
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### Position Purpose
Implementing animal husbandry and management practices for the Taronga animal collection and conveying environmental and conservation awareness messages to zoo visitors.

### Key Responsibilities
- Maintain a high level of day to day animal husbandry, conditioning and enrichment activities for the Taronga animal collection.
- Conveying environmental and conservation awareness to zoo visitors.
- Ongoing delivery of high quality interpretive and engaging learning experiences for zoo visitors.

### Key Challenges
- Developing safe and entertaining animal contact or close encounter opportunities for the visitor;
- Dealing with a broad range of visitor enquiries and possible concerns relating to the display and management of animals in an urban zoo environment;
- Developing staff presentation skills to enhance Keeper Talks and public education programs.

### Key Result Areas
- Animal Husbandry
- Visitor Interaction and Learning
- Animal Welfare

### Taronga’s Vision
Securing a shared future for wildlife and people.

### Taronga’s Role
Our role in conservation is to create direct and positive connections between wildlife and people.
Through our efforts we protect endangered species, increase understanding of wildlife and inspire community action.

### Taronga’s Core Values
- Be supportive and enthusiastic
- Accept and take responsibility
- Show dignity and respect
- Innovate and take initiative
- Clear and simple
Commitment to Taronga’s Work Health and Safety, Animal Welfare, and Customer Service Charters
POSITION DESCRIPTION

A. ORGANISATION CHART

B. WORKING RELATIONSHIPS

Internal
- This position reports to the Keeper Unit Supervisor.
- In the absence of the Keeper Unit Supervisor the Trainee Keeper, Keeper or Senior Keeper will report to the relevant Precinct Manager, (and the Duty Officer on weekends, public holiday and as required).
- There are no positions reporting directly to the (Position Title).
- The Trainee Keeper, Keeper or Senior Keeper communicates with the Keeper Unit Supervisor daily to discuss work requirements and provide information about relevant issues or events.

External
- As a main point of contact for Zoo visitors, the position has frequent contact with the public and Zoo Friends, and ensures that enquiries are addressed in a prompt and professional, referring/escalating issues as appropriate.
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C. DECISION MAKING
The position mainly works autonomously in accordance with guidelines provided by the Keeper Unit Supervisor and established Taronga policy and procedures. Discretion is used to manage and prioritise workloads.

This position is empowered to make decisions in relation to the role’s major accountabilities on a daily basis.

The position is empowered to deal with customer service issues in accordance with Taronga policy and procedure.

More complex issues/decisions are escalated to the Keeper Unit Supervisor or relevant Precinct Manager.

The position is largely one of identifying and reporting issues and making timely and effective recommendations.

The position works under close supervision and direction, and refers any decisions to Keeper Unit Supervisor.

D. WORK ENVIRONMENT
- Taronga Zoo and Taronga Western Plains Zoo (TWPZ) are smoke-free sites, comprising of public and non-public areas.
- Taronga Zoo/TWPZ is a 7 days a week operation. This position is required to work 38 hours per week, predominately works. This position forms part of a 7 day rotating roster and is required to work weekends, Public Holidays and/or night shifts.
- On call / out of hours work and reasonable additional overtime (e.g. attending functions and events) is also a requirement of this position.
- Taronga Zoo and Taronga Western Plains Zoo are physically demanding sites with many areas having a very steep gradient and accessible only via foot. This position is required to work indoors/outside, walk/perform physical duties around the grounds, and/or undertake repetitive manual tasks, hence a reasonable level of fitness / good manual handling techniques is an/are inherent requirement/s of this position.
- A portion of this role is office based, using computers/electronic systems, thus an inherent requirement of this position is the ability to complete sustained periods of work sitting at a desk utilising computers/electronic systems or other office based equipment.

E. JOB REQUIREMENTS

<table>
<thead>
<tr>
<th>Key Result Area 1</th>
<th>Animal Husbandry</th>
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</thead>
<tbody>
<tr>
<td><strong>Key Tasks:</strong></td>
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<tr>
<td>- Complete the allocated rounds on a daily basis.</td>
<td>- All tasks on rounds are completed to required level.</td>
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<td>- Animals are presented and contained safely and effectively.</td>
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- Actively support the implementation of TCSA’s animal collection plan across the precinct.
- Effectively and efficiently complete divisional work procedures to a high standard including (but not limited to):
  - exhibit maintenance or modifications
  - handling and restraint
  - health requirements
  - record keeping
  - behavioural enrichment programs
  - transport of animals internally, nationally & internationally
  - preventative pest control
  - Occupational Health, Safety and Environment standards
  - diets and feeding
  - cleaning regimes

- Continue to develop knowledge and source information on animal breeding strategies, artificial rearing techniques, behavioural and environmental enrichment practices, capture techniques, animal conditioning protocols and public presentations

- Animal collection is maintained in accordance with the requirements of the Exhibited Animals Protection Act, Quarantine Act, and National Parks and Wildlife Services Act.
- Individual’s actions support and implemented the TCSA’s animal collection plan.
- Exhibits are presented in a professional, well maintained and engaging manner.
- Animal enclosures are safe for the public, staff and animals.
- Actively contribute to the design and development of exhibits and holding facilities throughout the precinct, as requested.
- Provide technical advice in relation to the housing of species within allocated division.
- On show and off show facilities are proactively managed with a pro-active maintenance schedule and preventative pest control.
- Required maintenance of fixed assets within the division is brought to the attention of Unit Supervisor.
- Maintain accurate record keeping systems.
- Trainee Keeper & Keeper Skills Assessment Workbook is proactively completed.
- Knowledge is proactively shared with others in the division.

Key Result Area 2 | Animal Welfare
---|---
**Key Tasks:**
- Ensure the employment of best practice husbandry with animals in precinct.

**Job holder is successful when:**
- Husbandry manuals, diets, procedures and quarantine protocols are reviewed and updated regularly to reflect best practice animal care and management.
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- Assist ongoing consultation with curatorial and veterinarian staff to support the highest level of animal care and welfare for all animals within the precinct.

<table>
<thead>
<tr>
<th>Key Result Area 3</th>
<th>Visitor Interaction and Learning</th>
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</thead>
<tbody>
<tr>
<td><strong>Key Tasks:</strong></td>
<td><strong>Job holder is successful when:</strong></td>
</tr>
<tr>
<td>- Development and effective delivery of high quality and engaging learning experiences for zoo visitors.</td>
<td>- Visitors rate precinct talks, encounters and exhibits as high quality, engaging learning experiences.</td>
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<td></td>
<td>- TCSA’s environmental and conservation awareness messages are evident in visitor presentations.</td>
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<td></td>
<td>- Precinct staff continually develop and deliver visitor experiences that connect visitors to the collection animals, wildlife conservation issues and positive actions visitors can take.</td>
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<td></td>
<td>- Visitor Education team is engaged to support the delivery and evaluation of content of the Precinct’s talks and encounters.</td>
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<td></td>
<td>- Precinct staff participate in presentation training through the Visitor Education team.</td>
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</table>

- Contribute to the formulation and maintenance of husbandry manuals and breeding action plans as required.
- There is a consistent, high quality, approach to animal husbandry across Taronga.
- High level of animal husbandry, conditioning, enrichment and training activities for the animal collection
- Consultation with curatorial staff leads to improved outcomes for collection management, breeding, disposition and acquisition, across the precinct and their species as a whole.
- Consultation with veterinarian staff leads to improved health outcomes for animals across the precinct.
F. WORK HEALTH AND SAFETY REQUIREMENTS

<table>
<thead>
<tr>
<th>Area of Responsibility</th>
<th>Work Health and Safety (WHS)</th>
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<tbody>
<tr>
<td><strong>Key Tasks</strong></td>
<td></td>
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<tr>
<td>• Take reasonable care for own health and safety;</td>
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<td>• Take reasonable care to ensure own acts or omissions do not adversely affect the health and safety of other persons;</td>
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<tr>
<td>• Comply and co-operate with Taronga’s health and safety related endeavours, instructions, policies and procedures, and WHS legislation including (but not limited to):</td>
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<tr>
<td>- Communicating and consulting on work health and safety matters and concerns</td>
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<tr>
<td>- Reporting hazards, incidents, accidents, injuries and illnesses</td>
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<td>- Reporting work health and safety risks and breaches</td>
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<tr>
<td>- Working safely and taking precautions to protect others</td>
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<tr>
<td>- Utilising appropriate personal protective equipment and maintaining required vaccinations</td>
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<tr>
<td>- Maintaining any licence, permit, registration, other authorisation or qualification required to perform the position’s duties</td>
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<tr>
<td>- Ensuring good manual handling technique</td>
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<tr>
<td>- Attending required training and meetings</td>
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<tr>
<td>- Ensuring own conduct supports a positive and equal opportunity work environment that is fair and free from harassment, unlawful discrimination and victimisation</td>
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G. TARONGA PURPOSE AND VALUES REQUIREMENTS

<table>
<thead>
<tr>
<th>Area of Responsibility</th>
<th>Purpose and Values</th>
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<tbody>
<tr>
<td><strong>Key Tasks</strong></td>
<td></td>
</tr>
<tr>
<td>• Actively support Taronga’s purpose and values</td>
<td></td>
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<tr>
<td>• Project a positive company image and work constructively as a team member</td>
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<tr>
<td>• Behave in a manner that contributes to a workplace that is free of harassment, bullying and unlawful discrimination and victimisation at all times</td>
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<tr>
<td>• Comply with Taronga’s policies, procedures, practices and instructions including Taronga’s Code of Conduct.</td>
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</tbody>
</table>

H. GENERAL REQUIREMENTS

- Act in a professional and ethical manner, and in the best interests of Taronga at all times
- Perform the position’s duties with all due care, attention and skill
POSITION DESCRIPTION

- Comply with all relevant legislative and regulatory authority requirements relevant to the position’s duties and Taronga employment
- Travel to Taronga Zoo / TWPZ from time to time is a requirement of this position.
- The position is required to wear a Taronga identification card / carry a Taronga radio at all times while working / wear an approved Taronga uniform
- A Pre-employment Health Assessment, and Criminal Record check are required for this position.
- This position may be required to undertake a Working with Children check at your own expense and provide relevant clearance documentation prior to commencing employment with Taronga.
- You may be required to have one or all of the following vaccinations prior to commencing in this role, (Q Fever, Rabies, Hepatitis A & B), any vaccinations required will be at your own expense. In addition a Tuberculosis screening is required for this position. Taronga also encourages all to ensure and maintain their inoculation against Tetanus (as recommended by the National Health Association).

I. SELECTION CRITERIA

- Knowledge and experience in captive animal husbandry.
- Experience with animal training and conditioning techniques.
- Possess a working knowledge of the biology and behaviour of a diverse range of species and their conservation needs.
- Demonstrated customer service and team work ethos.
- Demonstrated presentation and communication skills

Common Criteria (Taronga)

- Understanding of and commitment to conservation, environmental sustainability and work health and safety.

Qualifications and Licenses

- Certificate III in Captive Animal (or equivalent), or the ability to enrol in the course
- Hold a current manual NSW Class C Drivers Licence.
- Hold or have the ability to gain a Class A&B Firearms Licence

J. ACKNOWLEDGEMENT AND ACCEPTANCE

I (print name) _____________________________ hereby acknowledge I have read and accept the responsibilities, required tasks and performance expectations as outlined in this position description.

Signature: ___________________________ Date: ___________________________