



## Job Description

**Job Title:** Public Area Associate  
**Reports To:** Attractions Manager  
**FLSA Status:** Non-exempt, full-time

### SUMMARY:

The Public Area Associate ("Associate") is responsible for the upkeep of public areas. Associate's duties may include but are not limited to maintenance of zoo grounds; pickup and removal of all litter; cleaning of restroom facilities, rental equipment, picnic and playground areas; upkeep of signs, benches, and surrounding areas; and assistance with special events. Work is performed under the direction of the Attractions Manager ("Manager"). Additional guidance is received through established policies and procedures, plus verbal and written communications.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

The employee in this position must be able to perform all the essential job duties listed below; however, this list is not intended to be all inclusive of the specific tasks that an employee in this position may be expected to perform.

- Be an Ambassador for the Zoo at all times.
- Monitor all trash receptacles and wipe down as needed throughout the Zoo.
- Empty trash receptacle at concessions employee area daily.
- Remove cardboard from concessions daily.
- Clean and remove litter/debris from playground and picnic areas, benches, and public pathways.
- Organize chairs at Splash Pad.
- Remove cobwebs and insect nests throughout the Zoo, including concession lobby and Administration Building.
- Clean Zoo signs and graphics.
- Clean and stock all public restrooms and buildings (sweep, mop, vacuum, and clean fixtures and glass).
- Continuously monitor restrooms for cleanliness during operational hours; clean as needed.
- Ensure Safari Rooms are clean and rental ready.
- Clean and stock cleaning closets.
- All drinking fountains throughout the Zoo cleaned continuously using Odoban disinfectant.
- Wash cleaning rags twice a week.
- Maintain cleanliness of rental equipment and coin machines; report condition to the Manager.
- Continuously monitor and clean glass on animal exhibits during operational hours.
- Clean staff buildings and offices per assigned schedule.
- Prepare Zoo grounds for special events as needed; additional cleaning following special events.
- Productively perform all duties required in the department.
- Develop and maintain professional relationships with Zoo guests, staff, and vendors.
- Adhere to Central Florida Zoological Society, Inc. policies and procedures.
- Other related duties as assigned.

**QUALIFICATIONS:**

To perform this job successfully, an individual must 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.

- Minimum 18 years old.
- Must provide a negative drug test result.
- Must be able to work independently.
- Recognize hazards involving traffic, insects, and other potential hazards in parking lots and open spaces.
- Ability to multi-task.
- Must wear and use appropriate personal protective equipment as necessary.
- Possess excellent communication and other interpersonal skills.
- Must be receptive to verbal and written direction.
- Must have the ability to work flexible hours, including weekdays, weekends, holidays and evenings.

**EDUCATION/EXPERIENCE:**

This position requires a high school diploma or equivalent. Previous experience in a hospitality industry related field is preferred.

**LANGUAGE ABILITY:**

- Ability to respond to common inquiries, requests, or complaints from guests and/or staff in a courteous manner.
- Must be able to communicate with guests and staff clearly and effectively.
- Must be able to prepare clear and concise reports.
- Multilingual is a plus.

**REASONING ABILITY:**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Valid Florida State drivers license.

**PHYSICAL DEMANDS:**

In compliance with the Americans with Disabilities Act, the following have been identified as physical requirements of the job:

- The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 75 pounds and stand for long periods of time.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. While performing the duties of this job, the employee is regularly required to talk or hear.
- The employee is frequently required to use hands and fingers to handle, reach, or feel and manipulate objects or controls. The employee is frequently required to sit, walk distances, climb, balance, stoop, bend, kneel, and crouch.

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

**WORK ENVIRONMENT:**

The majority of duties are performed outdoors in various weather conditions, ranging from rain, wind, cool to cold weather, and extreme heat and humidity. Exposure to dust and harsh chemicals may present a health hazard if not handled properly. The noise level in the work environment is usually moderate.

The Central Florida Zoological Society, Inc. (CFZS) reserves the right to revise or change job duties and responsibilities as the need arises. This job description pertains to an “at will” position with the CFZS and in no way constitutes a written or implied contract of employment.