



# Zoo Manager

Parks, Recreation and  
Neighborhood Services Department



## EXECUTIVE RECRUITMENT



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## THE CITY

Known as the “Capital of Silicon Valley,” the City of San José plays a vital economic and cultural role anchoring the world’s leading region of innovation. Encompassing 178 square miles at the southern tip of the San Francisco Bay, San José is Northern California’s largest city and the 10th largest city in the nation. With more than one million residents, San José is one of the most diverse large cities in the United States. San José’s transformation into a global innovation center has resulted in one of the largest concentrations of technology companies and expertise in the world, including major tech headquarters like Cisco, Adobe, Samsung, and eBay as well as startups and advanced manufacturing.

San José’s quality of life is unsurpassed. Surrounded by the Diablo and Santa Cruz mountain ranges and enjoying an average of 300 days of sunshine a year, residents have easy access to the beaches along the California coast including Santa Cruz, Monterey, and Carmel-by-the-Sea; Yosemite and Lake Tahoe in the Sierra Nevada; local and Napa Valley wine country, and the rich cultural and recreational life of the entire Bay region.

San José has received accolades for its vibrant neighborhoods, healthy lifestyle, and diverse attractions from national media including Business Week and Money magazines. The downtown area is home to high-rise residential projects, theaters, museums, and diverse entertainment attractions such as live music, live theater, cafes, restaurants, and nightclubs. Inquiring minds are served by the Tech Museum of Innovation, the San José Museum of Art, and many local galleries and venues. Nineteen public school districts and over 300 private and parochial schools provide residents with a range of educational choices. Universities in and near the city include San José State University, Santa Clara University, Stanford University, and three University of California campuses.

In 2011, the City adopted Envision San José 2040, a long-term growth plan that sets forth a vision and a comprehensive road map to guide the City’s anticipated growth through the year 2040. The Plan proactively directs significant anticipated growth in new homes and workplaces into transit-accessible, infill growth areas and supports evolution toward a more urban landscape and lifestyle. The San José area is powered by one of the most highly educated and productive populations in America. More than 40% of the workforce has a bachelor’s degree or higher, compared with 25% nationally. Forty percent of San José residents are foreign born, and 50% speak a language other than English at home.

San José is proud of its rich cultural diversity and global connections, and the essential role the City plays in connecting residents and businesses to the nation and the world.



## CITY GOVERNMENT

The City of San José is a full-service Charter City and operates under a Council-Manager form of government. The City Council consists of 10 council members elected by district and a mayor elected at large. The City Manager, who reports to the Council, and the executive team provide strategic leadership that supports the policymaking role of the Mayor and the City Council and motivates and challenges the organization to deliver high quality services that meet the community's needs. The City actively engages with members of the community through Council-appointed boards and commissions.



In addition to providing a full range of municipal services including police and fire, San José operates an airport, municipal water system, a regional wastewater treatment facility, over 209 neighborhood and regional parks, an accredited zoo, and a library system with 24 branches. The City also oversees convention, cultural, and hospitality facilities that include the San José McEnery Convention Center, Center for the Performing Arts, California Theater, Mexican Heritage Plaza, and the SAP Center San José – home of the National Hockey League's San José Sharks.

City operations are supported by 6,592 positions and a total budget of \$4.5 billion for the 2021-2022 fiscal year. San José is dedicated to maintaining the highest fiscal integrity and earning high credit ratings to ensure the consistent delivery of quality services to the community. Extensive information regarding San José can be found on the City's website at [www.sanjoseca.gov](http://www.sanjoseca.gov).



## PARKS, RECREATION, AND NEIGHBORHOOD SERVICES DEPARTMENT

The City of San Jose's Parks, Recreation and Neighborhood Services Department (PRNS) is proud to be "Building Community Through Fun" with innovative and high-quality programs and services. PRNS has a major presence in the community, advancing education, health, and social connections to meet the diverse needs of the community across the lifespan by connecting people to places and people to people.

Within a collaborative and supportive environment, team members are encouraged to approach service delivery in creative and non-traditional ways to best meet the needs of an incredibly diverse population and position the organization as an industry leader in cultivating healthy communities through quality programs and dynamic public spaces.

The Department is supported by an annual budget of nearly \$127 million and 770 full-time equivalent employees. Having one of the most unique service models of any agency of its type, PRNS consists of five major functional divisions:

Recreation

Community Services (Beautify SJ)

Park Operations and Maintenance

Community Facilities Development (Capital Improvement)

Strategic Support (Administrative Services)

The Department is guided by its newly adopted 20-year Strategic Plan, ActivateSJ, that follows the principles of: Stewardship, Nature, Equity & Access, Identity, and Public Life.

### GUIDING PRINCIPLES

PRNS has five Guiding Principles that direct decision making:

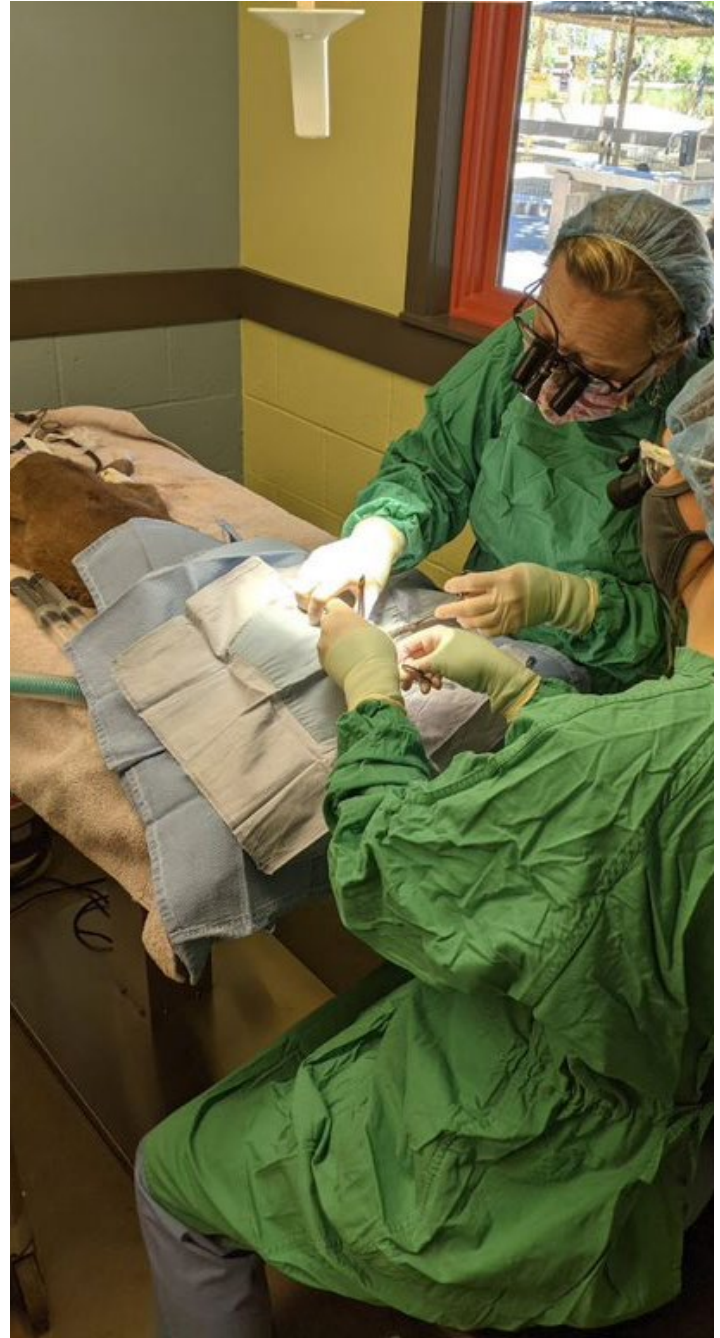
**Stewardship** – We Take Care of What We Have and Invest for the Future

**Nature** – We Protect, Preserve and Promote Outdoor Spaces for All People

**Equity and Access** – We Embrace People of All Ages, Cultures and Abilities

**Identity** – We are known as a Premier Parks, Recreation and Neighborhood Services System

**Public Life** – We Promote Community Spaces for a Safe, Fun and Healthy San Jose



### PRNS Mission Statement:

To build healthy communities through people, parks, and programs.

### PRNS Vision Statement:

Healthy Communities That Inspire Belonging.

## HAPPY HOLLOW PARK AND ZOO

The PRNS Department is looking to fill a Zoo Manager position for the Happy Hollow Park and Zoo (HHPZ) in San Jose, California (population one million+). The HHPZ is part of a 16-acre amusement park and an Association of Zoos & Aquariums (AZA) accredited zoo located in San José, California with the mission of connecting people to nature through play. HHPZ is open to the public year-round. Supported by the Happy Hollow Foundation, HHPZ provides a variety of outdoor play experiences for all ages. In addition to an AZA accredited Zoo, HHPZ also offers a variety of nature play, nature-themed amusement rides, in-house and private events, and a robust animal education and wildlife conservation program. Educational experiences include school-based classes, camps, scout programs, Zoo toolkits and a wide variety of programs and virtual encounters serving all age groups. HHPZ exhibits are designed to provide safe and secure habitats, while giving as much space as possible for species specific behavior. Extensive research, thought and effort goes into making every habitat as varied and complex as possible to account for the individual needs of every animal. This includes areas where animals can go off exhibit or hide if they choose. Animal care by positive reinforcement helps animals voluntarily participate in health checks, veterinary procedures and general housekeeping in their habitats. HHPZ keepers strive to create stimulating habitats with opportunities for each animal to engage in natural behavior, be more active and have more control over its environment. For more information about Happy Hollow Park & Zoo, please visit our website at: [www.hhpz.org](http://www.hhpz.org).



## THE POSITION

The Zoo Manager plans, directs, coordinates, and supervises HHPZ operations, programs, maintenance and construction activities which include the oversight and maintenance of the health and safety of the animal collection, consisting of approximately 160 animals of 60 different species including 19 Species Survival Plan (SSP) Programs. Animals are cared for in 20 exhibits and facilities throughout the zoo.

The Zoo Manager, who is a leader in animal care and welfare, conservation, and project management, plays a critical role in developing the future strategic plan through the planning of next exhibits, facility improvements and acquisition and management of animals as it relates to the mission of Happy Hollow. The Zoo Manager supervises, trains, and evaluates senior zoo staff, including the Zoo Curator, Education Manager and Senior Zookeepers as well as collaborates closely with the Parks Facilities Supervisor and the Public Information Representative, under the guidance of the Happy Hollow General Manager.

Typical duties of the Zoo Manager include, but are not limited to the following:

- Directs and coordinates the organization, staffing, and operational activities of the zoo, including husbandry, veterinary services, conservation, education, maintenance and capital programs.
- Provides leadership in conservation and education with a focus on visitor experience.
- Develops and implements goals, objectives, policies, and priorities of the zoo.
- Identifies resource needs and recommends and implements policies and procedures to maintain AZA accreditation and to maintain all regulatory requirements.
- Participates in the development and administration of the zoo budget.
- Establishes policy and procedures for maintenance of animal records, transport, and health programs including animal handling, capture, restraint, testing, and medication administration.
- Directs zoo maintenance, improvements and repairs using staff, vendors, and volunteers.
- Establishes and maintains relationships with employees at all levels of the organization, the general public, outside agencies, companies and other levels of government.
- Works collaboratively with Happy Hollow Foundation to address animal improvement projects, partnerships and plans and develops fundraising events.
- Regularly evaluates and facilitates improved operations in assigned areas to ensure the effective and efficient support of the institution's strategic plan and annual operating budget.
- Plans and coordinates animal acquisition, disposition, and exhibit construction and renovation.
- Cultivates and maintains effective relationships with non-profit partners, regulatory agencies and partner organizations and agencies.
- Provides regularly scheduled reports on health and changes in the zoo collection.
- Attends presentations, meetings, and seminars to stay abreast of trends and zoological practices.

This position will be required to work certain weekends, evenings, and holidays, during all climactic conditions as assigned.

## THE IDEAL CANDIDATE



The ideal candidate is a proven leader in zoo management and will be a key champion for the goals and objective of the zoo, cultivating and maintaining effective relationships with stakeholders, agencies and partner organizations.

The ideal candidate will have experience in animal care, animal welfare enrichment, and husbandry of diverse species and a proven, comprehensive safety background in operations. The ideal candidate will be successful in maintaining collaborative relationships with the zoo's stakeholders, partners and governmental agencies. The successful candidate will be a person who can create and promote a work environment that reflects Happy Hollow's Park and Zoo values and who continuously demonstrates the interpersonal skills, integrity and judgment to create trust, deliver results and influence a positive inclusive culture. The HHPZ has been accredited for over 25 years and places the care and welfare of a diverse animal collection as the highest priority for the Zoo Manager and team members.

The ideal candidate will bring mentoring, managing and providing inspired, forward-thinking leadership to zoo team members. Candidates will demonstrate competencies in all aspects of the operations and logistics of running an accredited zoo. The ideal candidate will demonstrate the following competencies:

- **Job Expertise:** Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations. Demonstrates skills and experience with the following:
  - Organization, staffing, and operational activities of a zoo, including husbandry, veterinary services, conservation, education, maintenance and capital programs.
  - Leadership in conservation and education with a focus on visitor experience.
  - Cultivating and maintaining effective relationships with non-profit partners, regulatory agencies and partner organizations and agencies.
- **Collaboration:** develops networks and builds alliances; engages in cross-functional activities.
- **Fiscal Management:** understands the relationship of the budget and resources to the strategic plan; complies with administrative controls over funds, contracts, and procurements.
- **Leadership:** leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational support and direction.
- **Planning:** acts to align own unit's goals with the strategic direction of the organization; defines tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.
- **Problem Solving:** approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome
- **Supervision:** sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness
- **Communication:** Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.

## Why you want to join the San José PRNS Team:

- A citywide commitment to building community through efforts that define creative placemaking: expanding the community's access and engagement to public space and impacting the economic and visual dynamics of the city
- Collaborative work environment
- Knowledgeable, dedicated and energetic staff
- An array of exciting and innovative projects to build and strengthen the community
- Over 4,000 Recreational leisure classes that positively impact the lives of San José residents across all age groups.
- Internationally recognized programs such as VivaCalleSJ open streets events.
- Leading teams that support over 50 community centers, partnerships with nonprofit agencies, and other governmental partners.
- The opportunity to raise the level of identity, equity, sustainability and public life in one of the nation's largest cities.



## EDUCATION and EXPERIENCE

- **Education:** A bachelor's degree from an accredited college or university in Biology, Zoology or a related field.
- **Experience:** Three (3) years of increasingly responsible experience managing and supervising an institution or facility responsible for the care of zoo animals and public exhibits of diverse and exotic animals, including two (2) years of experience at the level of Zoo Curator.
- **Acceptable Substitution:** Completion of two (2) years of course work from an accredited college or university and five (5) years increasingly responsible experience managing and supervising the care of zoo animals. There is no substitution for the required Zoo Curator experience.
- **Licenses:** Must have valid CA driver's license.
- **Employment Eligibility:** Federal law requires all employees to provide verification of their eligibility to work in this country. Please be informed that the City of San José will not sponsor, represent, or sign any documents related to visa applications/transfers for H1-B or any other type of visa that requires an employee application.



## COMPENSATION AND BENEFITS

The approved salary range for this position is \$89,128 - \$108,659. In addition to the starting salary, employees in this classification shall also receive an approximate five percent (5%) on-going non-pensionable pay. The actual salary shall be determined by the final candidate's qualifications and experience.

The City provides an excellent array of benefits, including:

- **Retirement** – Competitive defined benefit retirement plan with full reciprocity with CalPERS; defined contribution plan available as an option.
- **Health Insurance** – The City contributes 85 percent towards the premium of the lowest cost non-deductible plan. There are several plan options.
- **Dental Insurance** – The City contributes 100 percent of the premium of the lowest priced plan for dental coverage.
- **Personal Time** – Vacation is accrued initially at the rate of three weeks per year with amounts increasing up to five weeks after 15 years of service. Executive Leave of 40 hours is granted annually and depending upon success in the Management Performance Program could increase to up to 80 hours. Sick Leave is accrued at the rate of approximately 8 hours per month.
- **Holidays** – The City observes 15 paid holidays annually.
- **Deferred Compensation** – The City offers an optional 457 Plan.
- **Flexible Spending Accounts** – The City participates in Dependent Care Assistance and Medical Reimbursement Programs.
- **Insurance** – The City provides a term life policy equal to two times annual salary. Long-term disability and AD&D plans are optional.
- **Employee Assistance Program** – The City provides a comprehensive range of services through the EAP.

For more information on employee benefits, visit the City's benefits website: <http://www.sanjoseca.gov/index.aspx?NID=707>





## APPLICATION PROCESS

The application deadline is **March 11, 2022**. To be considered, candidates must submit application online at [www.GovHRJobs.com](http://www.GovHRJobs.com) along with the following items:

- A cover letter
- A resume that reflects the size of staff and budgets you have managed. Your resume should indicate both months and years of beginning/ending dates of positions held.
- List of six work-related references (who will not be contacted without prior notice).
- Responses to online questions including the following four (4) application questions.
  1. Please describe your three (3) or more years of increasingly responsible experience managing and supervising an institution or facility responsible for the care of zoo animals and public exhibits of diverse and exotic animals, including two (2) years of experience at the level of Zoo Curator.
  2. Please describe your experience with animal care and husbandry, including nutrition, veterinary care, breeding, animal handling and training, safety standards, and regulatory requirements for a variety of exotic and domestic animals.
  3. Please describe your experience in managing and supervising staff in the field of zoo operations and facility maintenance. Identify the number of staff supervised at each facility, their classifications and length of time supervised. In addition, please outline the various supervisory methods you have used while managing staff.
  4. Please describe your experience developing budgets, monitoring program expenditures, analyzing expenditure and activity data, in the field of zoo operations (or in a closely related field). Include details of the budget amount, and your role and responsibilities in your response.

Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to proceed in the selection process. Additional phases of the selection process will consist of one or more interviews. A final selection will be made upon completion of comprehensive reference and background checks.

### For further information contact:

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**GovTEMPS USA**  
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Per the City's COVID-19 Mandatory Vaccination Policy, the City requires all employees starting on or after February 11, 2022, to provide proof of vaccination as a condition of employment absent a documented medical and/or religious exemption. Proof of vaccination means that employees are required to be "up-to-date" with regards to the COVID-19 vaccine. Consistent with the Santa Clara County Public Health Order issued on December 28, 2021, "up-to-date" means that an employee is not only "fully vaccinated," but has also obtained any booster doses of a COVID-19 vaccination for which they are eligible, within 15 days of first becoming eligible.

