Zoo Keeper
POSITION DESCRIPTION



Position Number:	3537
Department:	Communities and Lifestyle
Section:	Open Spaces and Recreation
Unit:	Zoo
Position Status:	Casual
Classification:	Level 5 - Rockhampton Regional Council External Employees Certified Agreement 2022
Reports To:	Team Leader
Revised:	November 2026

General Position Statement

This position supports Council's direction by providing general and specialist zoo keeping activities in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Provide routine care and husbandry of zoo animals including but not limited to;
  - Food preparation meeting the nutritional requirements of the animals.
  - Animal enrichment.
  - Animal training.
  - Cleaning and maintenance of enclosures.
  - Accurate record keeping.
  - Providing required health care to animals.
  - Ensuring containment and enclosure integrity are maintained.
- Assist in the preparation of feeding schedules for animals.
- Assist in the preparation of quality procedures, manuals, matrixes and standards of care.
- Maintain exhibits, front of house and back of house areas to a high standard.
- Provide reports as required.
- Provide information and advice to customers and other staff in regards to the Zoo and its animals.
- Carry out unit projects as required.
- Assist in animal research.
- Conduct customer educational talks, animal visitor interactions, displays and other guest programs.
- Participate in social media and media interviews with guidance from the media team.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

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Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated experience working with a wide range of captive native and/or exotic animals including relevant husbandry techniques, food preparation, accurate recordkeeping, and assisting in veterinary procedures.
- Working knowledge of relevant zoo statutory and legislative compliance requirements.
- Developing knowledge of work practices and policies relevant to the unit.
- Demonstrated ability to participate in animal research and maintain accurate zoo keeping records.
- Ability to develop maintenance schedules and carry out routine maintenance within a zoo environment.
- Demonstrated experience in the development and delivery of customer educational talks, displays and information sessions.
- Demonstrated experience in training animals to assist with husbandry procedures as well as participate in animal encounters and educational talks.
- Demonstrated experience in the delivery of animal visitor interactions and guest programs.
- Experience using Zoo Information Management Systems (ZIMS).
- Experience using Microsoft Office Suite.
- Ability to source industry advice and information on best practice, diets, procedures etc.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Manage Resilience and Wellbeing – Commitment and the ability to participate in safety programs to support safety, health and wellbeing in the workplace.

Qualifications

- Tertiary qualification in Zoo Keeping (or related discipline) and/or equivalent demonstrated experience.
- Work Safely at Heights Certificate or ability to obtain.



- First Aid and CPR or ability to obtain.

Desirable Qualifications and Experience

- Demonstrated experience working with a variety of native and / or exotic animals.
- Qualifications in a Diploma or Certificate IV Veterinary Nursing or similar.
- Experience in leading a team of workers to achieve high quality results.

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Work Environment and Physical Demands

- This position is an outdoor role and will require the employee to carry out physical tasks which may include manual handling of up to 25kg, repetitive bending, kneeling, twisting and/or squatting, working in confined spaces, and working at heights.
- Should the requirement to work in confined spaces be a mandatory requirement of this role, the absence of facial hair below eye level is necessary to ensure an appropriate facial seal when using routine or emergency breathing apparatus.
- For plant operations there is a maximum seat rating for tip trucks of 120kg and Semi tippers of 150kg.

Additional Requirements

- Ability to work in an outdoor environment.
- Ability to work weekends and after hours when required.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to be immunised in accordance with Council's Occupational Risks and Immunisation Register.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

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Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	