



**The City of San José**

**Happy Hollow Park & Zoo**

**and**

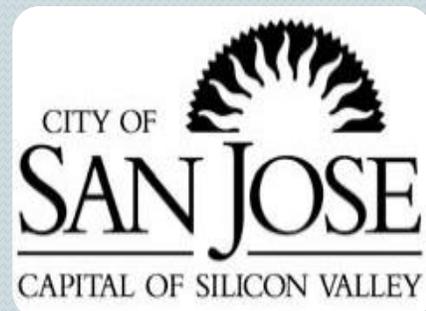
**Parks, Recreation, and Neighborhood Services**

***Announce an exciting employment  
opportunity for***

**Zoo Manager**

**APPLICATION DEADLINE:**

**October 15, 2013**



CITY OF SAN JOSE



## The Community

As the hub of Silicon Valley, San José is a popular destination for tourists and business travelers. Visitors find many amenities in the City's revitalized downtown area including fine accommodations and world class restaurants and shops. With all of the amenities of a large city and the charm of a small town, San José is a great place to live, work, and raise a family. Residents enjoy an unparalleled quality of life, with great weather year round to enjoy, expansive open spaces, beautiful parks, trails, and local regional attractions. It's an easy trip to some of the best destinations in Northern California, including San Francisco, Santa Cruz, Monterey Bay, and Big Sur. In September 2013, the Huffington Post reported San José as the happiest, healthiest city in America!

San José is located in Santa Clara County at the southern edge of the San Francisco Bay, about 50 miles south of San Francisco. It is the third largest city in California, following Los Angeles and San Diego. It is the tenth largest city in the United States. Weather in San José is hard to beat with moderate year-round temperatures. Residents enjoy 300 days of sunshine and an average annual temperature of 70 degrees. The average temperature is 84 degrees in July and 41 degrees in December. Average rainfall is 15 inches.



## The Facility and the Department

Happy Hollow Park & Zoo has been successful in attracting an average of 430,000 guests annually since reopening in March 2010 following renovations. The new Happy Hollow combines innovative green architecture with whimsical fun and is the only zoo that is Gold LEED Certified under the U.S. Green Building Council's LEED® program. Since reopening, the park and zoo has received several notable awards such as the 2013 Acterra Business Environmental Award in the category of Sustainable Built Environment, the 2012 Silicon Valley Chapter of American Public Works Association Project for the Pedestrian "Bent Bridge", and Bay Area Parent Magazine's "Best of the Best" Award for "Best Zoo and Nature Center" in the Bay Area. The zoo also received national accreditation with the Association of Zoos and Aquariums (AZA), meeting the highest standards of animal care, stewardship and advocacy.

The 12-acre facility offers exciting attractions, animal habitats and areas, amusement park rides, playgrounds, picnic areas, rental facilities, and an education center. Happy Hollow Park & Zoo provides an affordable, sustainable, conservation-centered outdoor adventure for families with children. Happy Hollow Park & Zoo employs approximately 60 employees with a budget of \$6.3m and operates as part of the City of San Jose. It is currently undergoing a classification/compensation study that will involve several lead employees.

The City of San José is one of the nation's best managed cities and one of the top ten cities in which to live, work, and do business. Moreover, San José is the center of cultural, government and economic activity for the region. The employees of the City of San José have embraced the following values: Integrity, Innovation, Excellence, Collaboration, Respect, and Celebration.

The City's Parks, Recreation and Neighborhood Services (PRNS) Department is seeking outgoing, enthusiastic and committed individuals whose values align with the values of the City's employees.



## The Position

The Zoo Manager, under the general direction of the General Manager, leads the operation and continued growth of Happy Hollow Park & Zoo, which has a major city-wide and regional emphasis. The Zoo Manager plans, coordinates, directs, manages, organizes, and supervises the daily operation of the zoo including programs, special events, and maintenance/construction operations. In addition, the manager is responsible for maintaining standards to ensure continued Association of Zoos and Aquariums (AZA) accreditation which includes the oversight and maintenance of the health and safety of the animal collection, consisting of approximately 160 animals of 60 different species, exhibits, facilities, and grounds for the zoo. The Zoo Manager plays a critical role in developing the future strategic plan through the planning of new exhibits, facility improvements, and acquisition and management of animals as it relates to the mission of the park and zoo and the Parks, Recreation, and Neighborhood Services Department. The Zoo Manager supervises, trains, and evaluates senior staff, including the Zoo Curator, Zoo Education Manager, and Senior Zookeepers.

## Education & Experience Requirements

- Bachelor's degree from an accredited college or university in Zoology, Biology, Business Administration, or closely related field.
- 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 a full-time Zoo Curator or higher.
- Acceptable Substitutions: Completion of (2) two years of course work from an accredited college or university and (5) five years increasingly responsible experience managing and supervising the care of zoo animals. There is no substitution for the required full-time Zoo Curator experience.
- Possession of, or ability to obtain, a valid California Driver's License within six (6) months of appointment.

## The Ideal Candidate

The ideal candidate is an accomplished, results-driven manager who has exceptional leadership, communication, and interpersonal skills. S/he should have experience with elements of the department's service portfolio and the ability and willingness to learn the other elements. Candidates should have a proven track record to include innovative ideas for revenue generation as well as building strong, collaborative relationships with stakeholders of all kinds, including residents, news media, regulatory agencies, and other professional staff. Candidates should also be comfortable working in a fast paced environment and have the capacity to drive forward with high priority initiatives while managing daily workload.

### Personal Characteristics, and Management Style:

- Confident decision maker with a track record of producing results.
- Effective and empathic communicator skilled at building relationships.
- Collaborative partner with stakeholders inside and outside the City organization.
- Proven leader in empowering employees and supporting their development and recognition.
- Experienced manager who appreciates and welcomes San José's rich multicultural, diverse environment.
- Experienced manager with knowledge in zoology, biology, animal husbandry, or the like, who understands the elements of zoo operations.



## Compensation

The annual salary range for the Zoo Manager is **\$72,300 - \$88,150**.

## Benefits

**Retirement:** Competitive defined benefit retirement system with full reciprocity with the CalPERS. In addition, the City offers an optional 457 plan.

**Health Benefits:** The City contributes 85% of the premium for the lowest cost plan. Employees may elect to have this amount go towards the premium of several plan options offered.

**Dental Insurance:** The City contributes 100% of the premium of the lowest-priced plan for dental coverage.

**Life Insurance:** The City provides group life insurance coverage equal to two times the annual salary.

**Holidays:** The City observes 14 paid holidays annually.

**Vacation, Executive Leave & Sick Leave:** Vacation is accrued initially at the rate of three weeks per year, with the rate increasing up to five weeks after 15 years of service. Each year, forty hours of Executive Leave is provided in addition to accrued Vacation. Sick leave is accrued at the rate of eight hours per month.

**Flexible Spending Accounts:** The City offers Dependent Care Assistance and Medical Reimbursement programs.

**Additional Benefits:** Long-term disability, AD&D, and vision care plans are optional.

## Working Conditions

Working conditions include exposure to extreme temperatures, loud noise levels, animal hair, dander, feces, and deceased animals. Employees will be required to wear personal protective equipment as needed and must be aware of safety guidelines in terms of personal protection. May be exposed to chemicals, various solvents, corrosives, and moving mechanical parts. May work weekends and holidays as well as be on-call. May be required to climb ladders and scaffolding, stoop, kneel, crouch, crawl, stand, walk, push, pull, and lift. May be physically required to lift medium work, which includes exerting up to 50 pounds of force occasionally, and/or in excess of 20 pounds of force frequently, and/or in excess of 10 pounds of force constantly to move object.

## Important Application Information

To apply for this outstanding opportunity, please visit the website of Koff & Associates at [www.KoffAssociates.com](http://www.KoffAssociates.com) to download the supplemental questions. Please submit a cover letter, resume, and answers to the supplemental questions by email to Kendra Reich at [kreich@koffassociates.com](mailto:kreich@koffassociates.com). As an alternative, you can mail your application materials to:

Koff & Associates, Inc.  
6400 Hollis Street, Suite 5  
Emeryville, CA 94608

The deadline to apply is 5:00 p.m., October 15, 2013.

Following the closing date, applications will be screened in relation to the criteria outlined in this brochure. The most qualified candidates will be asked to participate in phone screen interviews conducted by a member of the Koff & Associates project team. A select group of candidates will be asked to provide references once it is anticipated that they may be recommended as finalists. References will be contacted only following candidate approval. Finalist interviews will be held with the City of San José. Candidates will be advised of the status of the recruitment following selection of the Zoo Manager.

Successful candidates not currently employed in regular status by the City of San José must pass a pre-employment background check to be considered for employment.

**This classification is represented by the City Association of Management Personnel (CAMP).**

**The City of San José is an equal opportunity employer encouraging workforce diversity.**

The information contained herein does not constitute either an expressed or implied contract, and these provisions are subject to change.

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**October 15, 2013**

**by 5:00 p.m.**



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**Koff & Associates, Inc.**