



**Position** Operations Manager  
**Department** Operations Department

### Job Summary

The Greater Vancouver Zoo is looking to hire an Operations Manager. We are looking for a dynamic individual who can work both individually and, on a team to lead our operations department. The ideal candidate would have a positive attitude, excellent customer service and interpersonal skills and be also eager to put your passion for wildlife to work!

### Role Overview

Reports to: General Manager

Operations Manager is a member of the management team and is responsible for overseeing all the GVZoo daily operations such as Customer Service, Zoo's cleanliness, and improvement of the Zoo facility. Responsible for the oversight of the Customer Services Department, Education Department, , and the Grounds division of the Maintenance Department. Also Collaborating with Marketing Department, Food and Contractors This role works both indoors and outdoors running administrative duties and engaging with staff and customers to support the organization's mission and vision.

### Required Skills and Qualifications

- Bachelor's degree: common fields of study include tourism, hospitality, marketing, or business.
- 5 years of progressive management experience within Hospitality and Tourism industry is required.
- Ability to develop and lead a high-performing team.
- Ability to build rapport and trust with others.
- Strong communication skills with all levels of the organization.
- Detail-oriented and structured thinker.
- Able to effectively lead projects from inspection to implementation.
- Can make solid decisions quickly based on limited information and changing conditions.
- Strong leadership & interpersonal skills; ability to articulate clear directions and influence others.
- Project Management, prioritization, and resource utilization
- Strong computer skills; experience with software applications such as Microsoft Office.

### Core Duties and Responsibilities

- Oversight of the Front Admissions, Guest Services, Gift Shop, Mesozoic Adventure and Dino gift shop, in coordination with the Customer Service Supervisor.
- Oversight of the Education Department, including the train, special events, and educational material and presentations, in coordination with the Education Supervisor.
- Oversight of all contractors including both concessions and onsite temporary contractors.
- Oversight of the Grounds division of the Maintenance Department, including parking lots, washrooms, staffrooms, landscaping, roads, and pathways, in coordination with the Maintenance Manager.
- Oversight of all aspects of Zoo operations and consider what can be done to improve operation.
- Hiring efficient employees, keeping up-to-date with safety check, setting up marketing programs, and creating customer service policies to enhance customer experiences at the Zoo.

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- Developing and implementing the annual operations plan and aligning with the company's strategic plan.
- Ensuring budgeted sales and operational objectives are met through the planning & development and communicating the goals and objectives with the team.
- Supporting performance management, training, and planning for department successors.
- Collaborating with Human Resources, Finance, Sales & Marketing to ensure smooth functioning of the operations and achieve results.
- Ensuring the daily success of the operations with a hands-on approach.
- Report to the General Manager on the key performance. Follow and develop a budget for all departments and submit it for approval on a timely basis.
- Building a culture of safety in the work environment and keeping employees' morale high.
- Able to work on weekends and holidays or as per the operational requirement.
- Understands, accepts, and follows Greater Vancouver Zoo Policies and Procedures including Emergency Procedures.

This is a permanent, full-time position.

Benefit package available after three months completion of probation period.

Seniority Level: Management

Employment Type: Full-time

Starting date: To be determined

Submit all applications to: [cchang@gvzoo.com](mailto:cchang@gvzoo.com)

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