



VISION:

Atlantic Canada's leading zoo that educates and inspires conservation action

MISSION:

Working together to enrich the lives of animals and to provide visitor experiences that inspire a connection to and action for nature

VALUES:

Sustainability,
Inclusivity, Innovation,
Accountability,
Excellence, Bilingualism

MANAGER OF ZOO OPERATIONS

Magnetic Hill Zoo and Magnetic Hill Park - Job # P1474

CLOSING DATE: AUGUST 19, 2026

JOB SUMMARY:

This position reports directly to the Director, Magnetic Hill Zoo and Magnetic Hill Park.

The Manager of Zoo Operations is responsible for the operational leadership, coordination and continuous improvements of operations related to animal care, maintenance, facilities, safety, compliance, and operational readiness. The position is accountable responsible for direct for the leadership and support to the Animal Care and Maintenance teams and ensures that the Zoo operates in accordance with City of Moncton policies and procedures, applicable municipal, provincial and federal legislation, and recognized zoo industry standards, including CAZA and AZA accreditation requirements.

The position is also responsible for performance management, continuous process improvement, and leading operational change initiatives to strengthen service delivery, staff effectiveness, and operational efficiency.

The Manager of Zoo Operations works in partnership with the Director to oversee operational planning, capital project implementation, infrastructure renewal, and service delivery priorities, and acts on behalf of the Director during periods of absence.

APPLYING FOR THIS POSITION:

The City of Moncton is an equal opportunity employer. Applicants must submit their application through an online system that can be found at www.moncton.ca/careers. We thank all applicants for their interest; however, only those invited for interviews will be contacted.

For more information, please contact the Human Resources Department at 506-877-7707 or visit www.moncton.ca/careers for information on the hiring and application process at the City of Moncton.

WORKING AT THE CITY OF MONCTON:

The Magnetic Hill Zoo's 40-acre park provides a friendly environment for visitors to experience an appreciation for and connection to more than 70 indigenous and exotic species. The Animal Care team strive to provide excellent care and enrichment for the lives these animals. The Zoo is divided into four distinct areas: the Americas, Africa, Asia, and Discovery.

Throughout the year, the Zoo hosts special seasonal events and fundraisers. Educational programming is also available.

This is a non-unionized position.

The City of Moncton offers an attractive salary and benefits package.

[City of Moncton Salary and Wage Scale](#)

EDUCATION:

- Must have a two year post-secondary diploma in Animal Sciences, Zoology, Biology, Wildlife, Veterinary-related studies.
- A combination of other relevant post-secondary education combined with significant operational management experience in an accredited zoo, aquarium, wildlife park or similar public attraction may be considered.
- Courses in Business Administration, Facilities/Operations Management, Project Management, or another related field considered an asset.

EXPERIENCE:

- Must have a minimum of five (5) years supervisory experience in an accredited zoo, aquarium, wildlife park or similar complex public-facing facility managing animal care and maintenance/facilities functions with three (3) of those year supervising staff.
- Must have experience in successfully preparing for, planning and managing industry accreditation processes and audits, including CAZA and AZA-related requirements.
- Must have experience managing operational and capital projects involving facilities, contractor oversight, maintenance programs, exhibits, infrastructure and operational service delivery.
- Must have demonstrated leadership in zoo operational safety procedures, emergency response and compliance programs.
- Demonstrated success leading unionized teams in a municipal, public sector, or similarly complex environment, including labour relations, conflict resolution, performance management, employee engagement, and attendance management.
- Experience managing operational and capital budgets.
- Must have demonstrated experience leading process improvements and implementing operational changes in a complex, safety-sensitive or regulated environment.
- Experience leading teams through organizational, procedural, system or service delivery changes would be considered a strong asset.

LANGUAGE:

- Ability to communicate effectively in both languages (oral; English and French) is required. Must meet INTERMEDIATE+ (2+) Level as per the Province of New Brunswick Linguistic Standards in both languages as a minimum requirement.

NOTE: In the event this competition poses difficulties in recruiting, candidates with INTERMEDIATE (2) Level English/ French language proficiency may be considered. (Candidates must meet the INTERMEDIATE+ (2+) Level English/ French language proficiency within 1 year).

KNOWLEDGE, SKILLS & QUALIFICATIONS:

- Possess current knowledge of zoo and wildlife industry practices, modern zoo operations and accredited zoo standards.
- Must be familiar with applicable municipal, provincial and federal laws, regulations, permits and standards related to zoo operations, animal care, public safety and workplace safety.
- Must have sound knowledge of animal welfare principles, husbandry operations, preventative health support systems, animal records and collection-related procedures.
- Must have sound knowledge of maintenance planning, asset management, infrastructure operations and public-facing facility requirements in a zoo environment.
- Must have the ability to lead teams through change and innovation in a collaborative, respectful and accountable manner and within a unionized work environment.
- Must be familiar with the Occupational Health and Safety Act and Regulations.
- Must have good knowledge of emergency procedures for zoo operations.
- Must have intermediate working knowledge of Microsoft Office applications, including Word, Excel, PowerPoint and Outlook, Sharepoint, automation or optimization tools.
- Must be able to prepare clear written reports, data summaries, operational metrics presentations, scopes of work, business plans and operational documentation.
- Must have working knowledge of industry software and record systems, including willingness and ability to use systems such as ZIMS and related operational platforms.
- Must be able to understand technical drawings, infrastructure requirements and operational specifications.

OTHER:

- Must have and maintain a valid New Brunswick Class 5 driver's license.

CONTACT:

- Responsible for regular contact with employees, contractors, volunteers, consultants, the public, staff of other departments and other Zoo stakeholders.
- Must communicate regularly with outside agencies and groups, including provincial and federal government departments and regulatory bodies such as Natural Resources, Environment and Climate Change Canada, Canadian Food Inspection Agency, Department of Health, WorkSafeNB and applicable accreditation organizations.
- May be responsible for presenting to the Leadership team as required and in the absence of the Director will be required to respond to inquiries from the Leadership team.

SUPERVISION:

- Responsible for directing and managing the daily operation of the Animal Care and Maintenance forepersons. staff assigned to Animal Care and Maintenance teams. Including performance management, setting expectations, evaluating employee performance, coaching, and addressing performance issues through formal performance improvement plans and progressive correction action in a unionized environment.
- Responsible for managing employees in a unionized environment, including full-time employees, casual staff, students and volunteers.
- May be required to manage, inspect and coordinate work carried out under private contract.
- The position requires a self-starter and highly motivated person capable of working with minimal direction.

CONDITIONS OF WORK:

- All employees must comply with Council and Corporate adopted policies, including Attendance Management, Respectful Workplace, Health and Safety and other applicable policies.
- This is a non-union position. Terms and conditions of employment are in accordance with City of Moncton Directives and Policies.
- Hours of work shall be designated by the Employer; however, the position will require flexibility and availability beyond regular working hours to ensure facilities are operational and safe for public use.
- The incumbent may be required to respond to emergencies during evenings, weekends, holidays and other off-hours periods.
- Work involves a combination of office, field and outdoor environments, including exposure to weather, operational hazards and physically active work areas.
- The position requires a high degree of judgment, attention to detail, diplomacy and responsiveness, as decisions may affect animal welfare, employee safety, public safety and visitor experience.
- Must be willing to interview with media and represent the Zoo and Park in the absence of the Director, as instructed.

ADDITIONAL COMMENTS:

- This position is intended to complement the Director, Magnetic Hill Zoo and Magnetic Hill Park by providing leadership and oversight of the Zoo's day-to-day operations, including animal care, maintenance, facilities, safety, compliance, operational planning and execution. Working in close partnership with the Director, the Manager of Zoo Operations ensures operational priorities are effectively implemented and supports the achievement of the Zoo's strategic objectives. Responsibilities related to overall organizational strategy, fundraising, sponsorship, donor relations, Friends of the Zoo, park tenant relations, tourism partnerships, marketing and long-term vision remain with the Director.