

Property: Greater Cleveland Aquarium
Department: Curation
Job Title: Life Support System Technician

Reports to: Lead Life Support System Technician

General Summary of Job Duties

The Life Support System Technician performs protective security of the aquarium animal collection, and facility during second and third shifts. Position monitors functioning of critical life support systems, recognizes and reports problems, accurately relays information to on-call staff and coordinates emergency response to situations while the facility is closed.

Principle Responsibilities and Duties

- Maintain a high quality of guest service according to Jacobs Entertainment, Inc. Mission Statement and F.A.S.T. Track Values Statement.
- Conduct routine on-going assessment of both life support and building base systems, which includes but is not limited to pumps, filters, piping, valves, chillers, heaters, HVAC, lighting, and security panels
- Responsible for maintaining a safe and secure environment by being alert to potential threats through patrols, and responding to incidents and emergency situations
- Troubleshoot problems and make informed decisions during preliminary incident response prior to the arrival of relief
- Keep hourly/daily detailed written records and enter into database
- Cover daily husbandry routines which include cleaning acrylic, scrubbing decor, vacuuming substrate, cleaning filter material, water changes, and filter maintenance
- Test water quality as directed
- Observe animal behavior and report abnormalities to supervisor
- Maintain all back of house areas so that they are safe and clean
- Perform preventative maintenance, and cleaning for Life Support Systems
- Required to carry the GCA cell phone and respond as necessary while on shift
- Required to stay in facility while on shift and during breaks
- Thorough knowledge of applicable Company and departmental policies and procedures as well as the willingness to learn and follow any policy or procedure that may be introduced in the future
- Adhere to all appearance and uniform standards
- Maintain an open line of communication with Management
- Maintain a positive and professional demeanor during all interactions with guest, fellow Employees, and Vendors
- Ability to accept performance feedback in a professional manner
- Regular attendance to all scheduled shifts is considered an essential function of the job
- Arriving on-time for all scheduled shifts is considered an essential function of the job
- Other duties as assigned

General Job Responsibilities and Duties

To perform the job successfully, an individual should demonstrate the following F.A.S.T. Track Principles:

- **FRIENDLINESS**
 - Offer a warm greeting to everyone you encounter with a smile and eye contact.
 - Practice mutual respect by dealing honestly in all interactions.
 - Use genuine listening skills and offer sincere responses.
 - Promote positive interactions with both external and internal guests through sincere greeting and communications.
 - Be approachable, listen and lead by example.
- **ACCOUNTABILITY**
 - Be proactive and positive.
 - If I don't know, I'll find out and if we don't have it, I'll try to get it.
 - Manage staff effectively with timely reviews and address performance issues.
 - Support and practice the F.A.S.T. Track Principles from the executive level to the front line staff level.

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- Acquire knowledge, training and education. Communicate it to all employees.
- **SERVICE EXCELLENCE**
 - Anticipate our guests' needs before they ask.
 - Contribute ideas and solutions to improve customer service.
 - Escort our guests rather than point.
 - Take personal pride in the quality of your work.
 - Actively seek feedback from our guests concerning our service and atmosphere.
- **TEAM WORK**
 - Share and explain information.
 - Involve managers and employees in business development decisions and cost savings initiatives.
 - Great teams consist of great performers.
 - Create a culture of two-way communication with employees and guests.
 - Be courteous, kind and patient with each other.

Skills, Education and Other Requirements

- Current working experience of routine security patrols, observation, reporting and handling emergencies
- Experience and technical knowledge of aquatic animal life support systems including pumps, filters, fractionators, UV sterilizers, heaters, ozone systems, control equipment, lighting controls, generators, plumbing, and electrical
- Strong demonstrated skill in alarming and monitoring systems
- Strong troubleshooting skills and verbal communication
- Requires handling multiple responsibilities while continually maintaining a safe work environment
- Ability to understand and implement oral and written instructions, written protocols, emergency procedures and safety plans
- Work schedule is an average of 28 hours per week, with working hours from 12:00am– 8:30am. Weekend and holiday work required
- Successful completion of First Aid/CPR certification
- Ability to work productively and accurately in independent setting
- Attention to detail and great overall workplace cleanliness is mandatory
- Bachelor of Science degree in related field or certification/training in one of the following fields: mechanical, electrical, or plumbing is preferred

Required Work Cards

- Identification that establishes identity.
- Identification that establishes the right to work in the United States.

Machinery, Work Equipment, Programs, Software, Hardware Used

- PC with Office Suite of programs

Physical Requirements of Job

Rarely – the activity is performed from 1% - 25% of the duration of the shift.

Occasionally – the activity is performed from 26% - 50% of the duration of the shift.

Frequently – the activity is performed from 51% - 75% of the duration of the shift.

Continuously - the activity is performed from 76% - 100% of the duration of the shift.

Not Applicable (N/A) – this activity is not performed during the performance of this job.

Activity

Frequency of Occurrence

	Rarely	Occasionally	Frequently	Continuously	N/A
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending (from waist)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouching (squat)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching					
Below Knees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waist to Knees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At Waist Level	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waist to Chest	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chest to Shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Above Shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing					
Stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
# of Stairs	6-20				
Ladders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Height of Ladder:	up to 8 feet				
Pushing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Distance Pushed:					
Ave. Weight Pushed:					
How Pushed:					
Pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Distance Pulled:					
Ave. Weight Pulled:					
How Pulled:					
Lifting from -					
Floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knee	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chest	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Items Lifted:	equipment, supplies, tools etc				
Distance Lifted:	varies				
Ave. Weight Lifted:	up to 65 lbs				
How Lifted:	by hand				
Carrying	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Items Lifted:	equipment, supplies, tools etc				
Distance Carried:	varies				
Ave. Weight Carried:	up to 65 lbs				
How carried:	by hand or cart				
Twisting					
Upper Trunk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lower Trunk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Dexterity Requirements:

	Yes	No		Yes	No
Fingering	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wrist Motion	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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(picking, pinching, fine movements) (repetitions, flexion/rotation)
 Handling (holding, grasping) Feet (foot pedals)

Environmental Conditions

The work environment characteristics described here are representative of those a Employee encounters while performing the essential functions of this job.

	YES	NO		YES	NO
Wet or humid conditions (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Work in high or precarious positions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wet or humid conditions (weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Power equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extreme temperatures (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Work near moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extreme temperatures (weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Electrical hazard	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk on concrete	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vibrations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walk on uneven surface	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Chemical hazard	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Slick or slippery surface	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exposure to noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Contact with natural gas & other compresses gasses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fumes or airborne particles (including cigarette smoke & dust)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Works alone	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Work with bio-hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cramped quarters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Possible exposure to bio-hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>

ACKNOWLEDGEMENTS

Employee Acknowledgement

By signing this form I understand and acknowledge understanding of the job description for a LSS Technician. I further acknowledge I am able to perform all functions, duties and physical requirements related to the position of a LSS Technician. Additionally, I understand further functions, duties and/or physical requirements may be subject to change depending upon management discretion and that the preceding 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 this job.

 Employee Name (please print)

 Employee Signature

 Date

**Following to only be completed when issued in conjunction with
 Workers Comp or an ADA Accommodation Request.**

Physician Acknowledgement – Without Restrictions

By signing this form I hereby understand that the attached Job Description describes the average work situation for the above mentioned Employee to **full duty without restrictions** based on the information contained in this job description for a LSS Technician.

 Physician Name (please print)

 Physician Signature

 Date

Physician Acknowledgement – With Restrictions

If full duty release is not possible, I have noted on this form categorically the restrictions I recommend.

 Physician Name (please print)

 Physician Signature

 Date

ADDITIONAL COMMENTS:

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