



Acting Head of Raptor Department

Unique opportunity to combine your passion for raptors with your expertise as a keeper in a managerial position!

We're looking for an experienced and proactive Raptor Keeper to lead our raptor section. This key role involves supporting, maintaining and improving all aspects of the department under the guidance of the Curator. This role reports directly to the Curator and the Wildlife Office Manager as relevant.

Join an Iconic Brisbane sanctuary!

Proudly Australia's first and largest koala sanctuary, Lone Pine Koala Sanctuary is loved by travellers and locals alike. We're a passionate bunch and strongly united in our mission to protect and preserve wildlife. Every day our team members are focussed on inspiring action by giving our guests an unforgettable experience - from unique and up-close nature and wildlife encounters, to education and delivering amazing service.

Our raptor team plays an important role in the guest experience by offering exceptional learnings to our visitors about our amazing Australian raptors. The daily raptor shows represents a key moment in their journey at the sanctuary.

At Lone Pine Koala Sanctuary, all managers, supervisors, and Heads of Department lead by example and have detailed knowledge of the policies and procedures, particularly as they relate to the appropriate management of their section.

Ready, Set.....

The Head of Raptors is directly responsible for overseeing a small daily team which may include any volunteers rostered in the section and must ensure cohesion and functionality on a daily basis. This includes but is not limited to;

- To set and supervise industry leading husbandry standards through Lone pine's animal's exhibits and housing.
- To maintain an accurate and usable record of animals in your care.
- Monitoring and maintaining a high level of customer service at all times.
- Reporting to the Curator through weekly reports.
- Ensuring that all customer service issues are directed to the appropriate supervisor or manager

- Adhere to, understand and enforce all SOP's required within your section.
- Following any requirements listed in your contract/ policy manual as per hours worked and overtime.
- Give as much assistance to staff training and working in your section to ensure they are providing the best care for animals at Lone Pine Koala Sanctuary.
- Conducting informative presentations and our raptors show.
- Ensuring a safe environment for all visitors.
- Providing visitors with the highest quality AVI (animal visitor interaction), while always upholding our animal welfare standards, handling policies and Qld government legislation
- Consistently be helpful and friendly to visitors and fellow team members.

A key element to the success of Lone Pine is the connections created and developed between visitors and wildlife. When conducted in a safe and respectful environment, close connection with wildlife have been proven to positively impact visitor perceptions of wildlife and inspire desirable actions aimed at conservation.

As Head Raptor keeper, this relates to facilitating a safe, respectful, consistent experience between Lone Pine Koala Sanctuary animals and visitors. We must always strive to be both friendly and helpful towards each other and our guests.

Does This Sound Like You?

- Cert III Captive Animal Management, Bachelor of Wildlife Science (Zoology, tertiary qualification in relevant environmental studies or equivalent experience)
- Minimum of 3 years of experience in a raptor keeping role (more than this is preferable)
- Experience in a similar leadership role
- Strong expertise in raptor training
- Strong communication and interpersonal skills
- Strong staff management skills
- Strong time-management skills
- Ability to work both autonomously and as part of a team
- Growth mindset and strong desire to further develop skills and knowledge both in yourself and amongst your team

If you're excited by this opportunity and have the right background to enable you to thrive in this role, please apply now at recruitment@koala.net.

Please be sure to include a cover letter with your resume, so we can start getting to know you straight away!