

## POSITION DESCRIPTION

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**POSITION TITLE:** Events Coordinator

**UPDATED:** May 2017

**SUPERVISOR'S TITLE:** Events Manager

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### **POSITION PURPOSE**

Coordinates all of the Virginia Zoo's private event sales and special events functions. Contributes to the vision and mission of the Virginia Zoo—delivering high value to the Zoo clients, members and visitors.

### **POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

### **ESSENTIAL FUNCTIONS**

- Assist Events Manager in coordinating all Zoo special and private events, including research, design, planning, coordination, and evaluation.
- Research new opportunities for private event rentals and recruit clients.
- Responsible for maintaining accurate event records, including client invoices, contracts, insurance certificates and agreements.
- Keep accurate and up to date records of all special and private events.
- Responsible for weekly administrative duties, such as internal and client communication, scheduling meetings and tours, invoicing, check requests and contract updates.
- Maintain relationships with vendors, including scheduling outside contractors for security, police, custodial services, etc. for special and private events.
- Schedule and give venue tours for prospective clients, VIPs and community groups.
- Liaise with clients to identify their needs and to ensure customer satisfaction.
- Assist in updating and maintaining a Standard Operating Procedures (SOP) Manual for Events.
- Building positive working relationships with all Zoo staff departments, including catering, education, animal services, membership, ticket booth, etc.
- Attend and coordinate all Virginia Zoo daytime, evening and weekend special and private events.
- Ensure satisfaction visitors/members at Virginia Zoo special events.

## **EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES**

To perform this job successfully, an individual must have the following education and/or experience.

### **Qualifications**

- o College Graduate and at least 1-year of event experience
- o Preferred experience working at an outdoor venue and/or on outdoor events
- o Experience working on a diverse range of events
- o Exceptional customer service and interpersonal skills
- o Exceptional oral and written communications skills
- o Exemplary organizational skills and attention to detail
- o Ability to prioritize multiple tasks while maintaining an optimistic attitude
- o Calm under pressure and in high-stress situations
- o Excellent creativity, problem-solving skills
- o Effective time-management skills balanced with ability to think logically as well as prioritize and delegate responsibilities when necessary
- o Ability to maintain a positive attendance record and to work a flexible schedule, including weekends, holidays and evenings
- o Must work in a professional manner with Zoo visitors, clients, volunteers and staff
- o This is a very active job, and requires frequently lifting 10 – 20 pounds, and occasionally up to 50 pounds.

### **SALARY, SCHEDULE & BENEFITS:**

Salary: \$28,000 - \$30,000

Schedule includes evenings and most weekends during the event season, April – October.

Qualify for Paid Holidays and Health, Dental and Life insurance following 90-day probation.