

POSITION DESCRIPTION

POSITION TITLE: Events Coordinator

UPDATED: October 2018

SUPERVISOR'S TITLE: Events Manager

POSITION PURPOSE

Works as a member of the Events Department to coordinate all of the Virginia Zoo's private events and special events. 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.
- ▶ Responsible for maintaining accurate records for private and special events, including client invoices, contracts, insurance certificates and event reports.
- ▶ Responsible for weekly administrative duties, such as internal and client communication, meetings, invoicing, check requests and contract updates.
- ▶ Maintain relationships with event vendors and contractors.
- ▶ Help to coordinate catering needs for clients and to work effectively with the Catering Department to execute seamless events.
- ▶ Liaise with clients to identify their needs and to ensure customer satisfaction; customer service is a large part of this role.
- ▶ Building positive working relationships with all Zoo staff departments, including catering, education, animal services, membership, ticket booth, etc.
- ▶ Attend and coordinate Virginia Zoo daytime, evening and weekend special and private events.
- ▶ Ensure satisfaction of 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

- College Graduate and at least 2 years of event experience
- Preferred experience working as a venue coordinator, preferably with an outdoor venue and/or on outdoor events

- Experience working on a diverse range of events, to include corporate, nonprofit, and social events.
- Exceptional customer service and interpersonal skills
- Exceptional oral and written communications skills
- Exemplary organizational skills and attention to detail
- Ability to prioritize multiple tasks while maintaining an optimistic attitude
- Calm under pressure and in high-stress situations
- Excellent creativity, problem-solving skills
- Effective time-management skills balanced with ability to think logically as well as prioritize and delegate responsibilities when necessary
- Willingness to wear many hats and pitch in as needed to make an event successful; we are a large and busy facility and you will rarely experience the same day twice.
- Must work in a professional manner with Zoo visitors, clients, volunteers and staff
- Knowledge of CaterEase software is a plus, although not required for consideration.
- Ability to maintain a positive attendance record and to work a flexible schedule, including weekends, holidays and evenings
- This is a very active job which requires a lot of time spent outside, 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.

To apply please email your resume, cover letter and 3 references to jenn.vanleuvan@norfolk.gov or fax to (757) 441-5408, attention Jenn VanLeuvan, Events Manager.