

POSITION DESCRIPTION

POSITION TITLE: Events Assistant

UPDATED: January 2019

SUPERVISOR'S TITLE: Events Manager

POSITION PURPOSE

Works as a part-time member of the Events Department to provide day of assistance with all of the Virginia Zoo's private events and special events. This position is an excellent introduction to the event industry for someone interested in hospitality or with some event experience who is looking to grow.

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 and Coordinators with day of event execution
- ▶▶ Responsible for working with colleagues and clients to make sure event runs smoothly
- ▶▶ Assist outside vendors with Zoo access
- ▶▶ Staff gates to assist with guest and vendor entry
- ▶▶ Take direction from Events Manager and Coordinators to ensure everything for the event is set up as required, and to assist with set up as needed (signs, décor, tables, etc.)
- ▶▶ Act as a secondary client contact during the event and communicate with other Event Staff as needed to fulfill requests
- ▶▶ Work with internal staff to help ensure success of the event (custodial, security, etc.)

EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

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

Qualifications

- Currently at least a Junior in College or a College Graduate. Events experience is a plus, but not a requirement for consideration.
- Must possess a driver's license in good standing and be able to drive a golf cart
- 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.
- Exceptional customer service and interpersonal 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 problem-solving skills; ability to think on your feet and remain flexible with changes
- 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
- Ability to maintain a positive attendance record and to work a flexible schedule, including weekends and evenings

SALARY, SCHEDULE & BENEFITS:

Salary: \$10/hour

Schedule includes evenings and weekends during the event season, April – October, with some additional work in March/November as the event schedule permits.

This position is required to work weekends- if you do not have open weekend availability, you will not be considered.

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