

Job Classification: Exempt, Part Time

Work Schedule: As negotiated in Offer Letter

Reporting Relationship: Rental Coordinator

Primary Accountabilities:

The Rentals Assistant is responsible for helping with the coordination and successful execution of on-site special events sponsored by or managed for the benefit of Friends of Topeka Zoo ("FOTZ"), including private and corporate events held at the Topeka Zoo ("Zoo"). Additionally, this position is responsible for efficiently promoting FOTZ and the available venue space, including, but not limited to, marketing, reservations, staffing, quality control, service, and revenue.

Major Duties:

- Helps with event calendars, event scheduling and effectively communicates to all staff about upcoming event needs.
- Assists with coordinating all FOTZ private and corporate events, including research, design, planning, coordination, and evaluation.
- Collaborates with additional departments and leads to facilitate FOTZ private and corporate events.
- Attends all FOTZ daytime, evening, and weekend special and private and corporate events, as required.
- Ensures the satisfaction of clients at FOTZ special events.
- Researches new opportunities for private and corporate events rentals and prospecting methods.
- Maintains accurate event records, including client invoices, contracts, insurance certificates, and agreements.
- Performs administrative duties, such as internal and client communication, scheduling meetings and tours, invoicing, check requests, and contract updates.
- Maintains relationships with vendors.
- Assists with Birthday Parties and Tours, hosting when necessary.
- Schedules and gives venue tours for prospective clients, VIPs and community groups.
- Assists in updating and maintaining a Standard Operating Procedures (SOP) Manual for Events.
- Builds positive working relationships with all FOTZ and Zoo staff departments, including catering, education, animal services, membership, ticket booth, etc.
- Assists with setup and cleanup to ensure rental spaces are maintained appropriately.
- Performs additional duties, as assigned.

Required Qualifications:

- High School Diploma or GED is required.
- Two (2) to five (5) years of related professional experience in sales, customer service, and/or event planning.
- Valid drivers' license is required.
- Ability to pass pre-employment screening, including criminal background check.

- Reliable and punctual attendance habits.
- Proficient computer skills, including Microsoft Office. Ability to operative a variety of office equipment.
- Ability to engage and communicate effectively with guests of all ages through good listening skills.
- Ability to adapt to a fast-paced working environment.
- friendliness, enthusiasm, and a positive and professional attitude.
- Effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Strong organizational skills and the ability to coordinate multiple projects.
- Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Ability to communicate effectively, both verbally and in writing, with staff, clients, and the business community.
- Ability to communicate effectively, both orally and in writing with staff, the business community and business prospects.
- Demonstrated creativity and problem-solving skills.
- Demonstrated poise, tact and diplomacy with the ability to handle sensitive and confidential information and situations.
- Commitment to the mission of the Topeka Zoo and its Core Values.

Physical Demands:

- Ability to frequently reach with hands and arms.
- Ability to sit for extended periods of time.
- Ability to read computer screens, e-mail and mail, talk on the phone.
- Ability to work some evenings and weekends and attend events required.
- Ability to move up to twenty-five (25) pounds.
- Ability to engage in repetitive movement such as setting up tables and chairs.

Work Environment:

- Regularly exposed to outdoor weather conditions.
- Professional and deadline-oriented environment in an office setting.
- Interaction with staff and customers, including demanding or difficult customers and/or situations.
- Although most work is performed within scheduled hours, some irregular hours on evenings, weekends, and holidays may be necessary.

Additional Duties:

Additional duties and responsibilities may be added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee(s) holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor.

Employee Signature

Date

Supervisor Signature

Date