

Team Member:		Supervisor:	Events Supervisor
FLSA (Exempt/Non-Exempt):	Non-Exempt (hourly)	Position (full or part-time):	Part- time, seasonal
Hours:	As per business needs	Supervises:	none
Last Updated (date & by):	March 14, 2024 – AJ/FM	Professional certifications/ Licenses required:	

Mission:	To enrich our community through wildlife conservation and education.
Vision:	We believe what we do changes the world. Every choice we make helps save the planet.
D E A I Statement:	<i>Ensure everyone feels welcome and valued by striving to create an environment that is as diverse as the wild spaces we are trying to protect.</i>
Core Values:	CAST Must be embraced in decisions made, work culture and behavior, and influencing others.
Create	We have a culture that welcomes all. We build equitable experiences and relationships with our guests and team. We are innovative with education, wellness, and conservation. We cultivate memories, experience, and empathy.
Adapt	We listen and include others. We are flexible to accept change and changing priorities. We accept responsibility and we work well with others even in difficult circumstances.
Steward	We care for tomorrow today. We set good examples. We are honest in our communications and lead others well. We value diversity. We keep our promises. We provide education to our team and guests while we continue to educate ourselves. We protect our animals, our guests, and our team.
Transparent	We share information timely and accurately. We are trusted with confidential information. We have high ethical standards. We are authentic. We believe that transparency is the foundation for building trusting relationships. We value diversity, equity, accessibility, and inclusion.

Schedule:	Flexible schedule, including weekends, holidays, and evening hours
50%	Set up, tear down and coverage of various rentals, meetings, weddings
30%	Small projects
20%	Other or General Duties

Position Mission:

This position supports the organization by ensuring our clients have exceptional service during the time the zoo is hosting their event, wedding, workshop, meeting and more. You bring significant value to the guest’s experience by providing a clean, friendly, and fun event. Leaving wonderful memories and a great impression for them to brag about us for continuing community support through revenue driven platforms. You contribute to the bottom line by delivering quality experiences that increase our guest visits.

Essential Functions:

The Events Team members are responsible for ensuring that any private or corporate event at the Topeka Zoo & Conservation Center are set-up and executed smoothly and properly. We go above and beyond to make sure clients and guests attending such events are pleased with their experience. These events include but are not limited to corporate luncheons, meetings, private rentals, celebrations of life, zoo fundraisers and weddings. Additionally, communication skills and attention to details are sought after traits.

Core

- Assist in all aspects of private event preparation, execution, and take down, including but not limited to setup of tables, chairs, catering services, sweeping, mopping, and additional cleaning duties.
- Responsible for set-up, run, and break down of bar at events. Prepare, pour, and serve a variety of alcoholic and non-alcoholic drinks. (must be 21 or over)
- Work with diverse personalities both on staff and patrons.
- Help with logistics, such as directing attendees or answering questions.
- Must be able to maintain composure while working with clients. Have a neat and tidy appearance.
- Maintains monitoring presence at key points of entry/egress. Is engaging with guests pleasantly that are entering/leaving the premises.
- Assist with cleanup to ensure rental spaces are maintained appropriately.
- Ensure the cleanliness, operational efficiency, and maintenance of all rental spaces stay up to code.
- Would be responsible for securing zoo, event buildings, perimeter gates at conclusion of events or rentals.
- Capable of operating AV equipment inside rental spaces.
- Work together as a team to ensure overall success of the event while being able to self-motivate and work independently.

General Responsibilities:

- Maintain a professional, courteous, and tactful demeanor with all guests and co-workers.
- Work alongside TEAM members making choices today, in line with the Topeka Zoo and Conservation Mission.
- Support FOTZ's strong relationship culture through ongoing contact (internal, external, vendor, BOD, and stakeholders)
- Provide superior service by resolving problems efficiently and responding timely.
- Identify and implement solutions to problems in general and urgent matters.
- Actively seek to add and enhance knowledge regarding developments and current trends in the industry that will serve FOTZ's needs.
- Work collaboratively with staff to maintain a team environment to accomplish the tasks necessary to serve and support the organization.
- Flexible to accept additional assignments as requested by leadership.
- Cross-train for other positions to cover when necessary.
- Professionalism while representing FOTZ (onsite, professional, and community events and via communications)
- Participate and attend meetings as requested.
- Timely responses to inquiries for information to customers, staff, and vendors
- Answer telephone calls and provide a prompt response.
- Comply with federal, state, and local laws and regulations.
 - Follow FOTZ policies and procedures.
- Other duties as assigned.

Performance Measurements & Primary Accountability:

- Accurate and timely processing of work
- Collaborative relationships are developed and maintained with guests and staff (internal and external)
 - Team player that accomplishes work tasks in collaboration with others
 - Ability to change while accepting and supporting management decisions.

- Achievement of objectives as outlined by leadership.
- Arrive and depart from work timely per schedule.

Qualifications: (Knowledge, Skill, and Ability)

- Must be able to prioritize or be methodical with multiple assignments for each event.
- Collaborate with team members to ensure smooth execution of events
- Must be energetic and have a positive attitude, even if dealing with difficult clients or situations.
- Ability to communicate effectively verbally as well as through e-mail, text, and two-way radio.
- Must project a professional image in uniform as well as on the two-way radio.
- Ability to establish and maintain effective working relationships, being able to work both as a team and independently.
- Able to self-motivate and take initiative without constant direct supervision.
- A positive affiliation with the core values and mission statement of Topeka Zoo.
- Respect for the animals that call our workplace home.

Physical Demands:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Ability to frequently reach with hands and arms. Along with the ability, be able to bend, lift, pull, twist, push, squat, and drag. Have good “hand/ eye” coordination, lift a decent amount of weight.
- Ability to safely handle and operate hand tools, power tools, and other equipment necessary to conduct assigned tasks.
- Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- Have good time management while showing productivity.
- Regular attendance and punctuality are essential functions of the position.

- Ability to exercise care to avoid accidents.
- Ability to work evenings and weekends and attend events required.
- Standing for long periods of time

- Reading computer screens, e-mails, and fine-print lettering

- Ability to move up to 50 pounds.

- Ability to set-up and take down multiple tables and chairs.

- Working evenings, sometimes until ~11pm at night or later if scheduled.

Work Environment:

- Interaction with staff and customers, including demanding or difficult customers and/or situations.
- Position has irregular hours, willingness to work flexible schedules when necessary, including weekends, holidays, and nights as well as evenings, weekends, and holidays.
- The Topeka Zoo aims to be a diverse, inclusive, and safe environment for all its visitors and staff as well as the animals.
- Varied weather conditions- work is both indoors and outdoors.
- Varied work-pace environment- sometimes fast-pace, sometimes slow-pace.

- Occasional 'large crowds', especially during Spring Break and Zoo Lights.

This job description does not state nor implies that these are the only activities to be performed by the team member holding this position. Staff are required to follow other job-related instructions and to perform other job-related responsibilities as requested by management.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodation will be made which may pose serious health or safety risk to the team member or others or which impose undue hardships on The Practice. An individual seeking an accommodation should contact Human Resources immediately.

I can perform this job without accommodation.

I need an accommodation to perform this job.

Job descriptions are not intended to and do not create employment contracts. Team members can be terminated at any time, for any reason not prohibited by law.

FOTZ is an at-will employer.

Team Member signature:

Date submitted: