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|--------------------------------------|-------------------|--|---------------------------|
| <b>Team Member:</b>                  |                   | <b>Supervisor:</b>   | Private Events Supervisor |
| <b>FLSA (Exempt/Non-Exempt):</b>     | Non-exempt        | <b>Position (full or part-time):</b>                       | Full-time, Part- Time     |
| <b>Hours:</b>                        | As Negotiated     | <b>Supervises:</b>   | N.A.                      |
| <b>Last Updated (date &amp; by):</b> | March 8, 2024, FM | <b>Professional certifications/<br/>Licenses required:</b> |                           |

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|------------------------|---|
| <b>Mission:</b>        | To enrich our community through wildlife conservation and education.  |
| <b>Vision:</b>         | We believe what we do changes the world. Every choice we make helps save the planet.  |
| <b>DEAI Statement:</b> | <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>  |
| <b>Core Values:</b>    | CAST<br>Must be embraced in decisions made, work culture and behavior, and influencing others.  |
| <b>Create</b>          | 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.   |
| <b>Adapt</b>           | 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.  |
| <b>Steward</b>         | 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. |
| <b>Transparent</b>     | 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.   |

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| <b>Schedule:</b> | As negotiated  |
| 50%              | Communicate with clients via phone, email, and virtual and in-person consultations.    |
| 30%              | Administrative tasks such as putting together event orders, contracts, and floorplans. |
| 10%              | Coordination between Zoo departments to ensure successful execution of events.         |
| 10%              | Other or General Duties  |

**Position Mission:**

This position supports the organization by booking the Zoo and its venues for private and corporate functions. This includes consultations and executions for events like weddings, conferences, birthdays, holiday parties, and more. You bring significant value because of the care and support you provide to the community and Zoo environment by maintaining a quality event atmosphere. You contribute to the bottom line by delivering quality experiences that increase our guest affinity and visits. As the Private Events Coordinator, you are responsible for working with the Guest Engagement department to provide a complete, wholistic guest experience from the planning through execution and assessment.

**Essential Functions:**

- Core**
- Schedules and gives venue tours for prospective clients, VIPs and community groups.
  - Manages event calendars, event scheduling and effectively communicates to all staff about upcoming event needs.
  - Maintains accurate event records, including client invoices, contracts, insurance certificates, and agreements.
  - Coordinates Zoo private and corporate events, including research, design, planning, coordination, and evaluation.

- Ensures the satisfaction of clients at Zoo private events.
- Performs administrative duties, such as internal and client communication, scheduling meetings and tours, invoicing, check requests, and contract updates.
- 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.
- Ensures that appropriate safety requirements are always followed.

**General Responsibilities:**

- Maintain a professional, courteous, and tactful demeanor with all guests and co-workers.
- Lead 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
- 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)**

- High school or GED equivalent.
- Possession of a valid driver's license.
- Previous experience related to sales and/or event planning.
- Has ability to prioritize workload effectively.
- Ability to engage with and communicate with people effectively.
- Good listening skills
- Strong organizational skills
- Positive and professional attitude.
- Friendly, enthusiastic
- Punctual
- Flexible
- Strong analytical skills
- Computer literacy MS Products
- Ability to multi-task in a fast-paced environment with multiple interruptions

- Exceptionally detailed and organized.
- Ability to problem solve rationally using common sense.
- Effective communicator (verbal, written, and body language)
- Excellent customer service skills
- Ability to respond to emergency situations.

**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 routinely lift, carry, or move fifty (25) pounds.
- Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- Ability to regularly walk assigned area several times per day
- 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 document pertinent information. Proficient in the use of computer, Word, and Excel software. Ability to communicate effectively.
- Ability to work both indoors and outdoors
- Have good time management while showing productivity.
- Ability to multitask, work in a fast-paced environment, engage appropriately with the public, and work independently and as part of a team is expected.
- Follows all applicable standards and policies set forth by the TZCC, AZA, and USDA.
- Regular attendance and punctuality are essential functions of the position.
- Ability to exercise care to avoid accidents.

**Work Environment:**

- Regularly exposed to outdoor weather conditions.
- Interaction with staff and customers, including demanding or difficult customers and/or situations.
- Although most work performed is within scheduled hours, some irregular hours on evenings, weekends, and holidays may be necessary. Willingness to work flexible schedules when necessary, including weekends, holidays, and nights.
- Knowledge of the dangers & precautions taken in handling & working around dangerous animals.
- Operate gas powered golf carts.
- Able to adapt to constant change, pressure, and stressful situations around animals and guests.
- Able to stay calm, respond quickly when emergencies occur.

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 is 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.**



**Events Coordinator**  
*Job Description*

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:

***By checking this box, I verify the above is my electronic signature.***