



Position Description EVENTS SPECIALIST

Last updated
July 2017

Come join us at the Reid Park Zoological Society!

Reid Park Zoological Society is seeking an Events Specialist. The Society is a 501(c) (3) nonprofit organization whose mission is to support, advocate for and enhance the value of Reid Park Zoo and its mission to encourage commitment to the conservation of biological diversity and to provide educational and fun experiences for visitors of all ages. Reid Park Zoo is the largest attended cultural attraction in Southern Arizona with approximately 500,000 visitors annually. Be a part of a vibrant, growing organization as Reid Park Zoo implements an exciting master plan that will be investing over \$60M in new exhibits over the next ten years. To apply, please forward a resume to hr@reidpark.org No phone calls or visits please.

Overview: The Events Specialist assists with the coordination and implementation of events including correspondence, recording, scheduling, planning and execution. Also is responsible for handling rental inquiries: meetings with clients, cost estimates, booking the rental, coordination and implementation of rental and post rental follow-up. These activities support Reid Park Zoological Society's mission of raising funds for the Zoo.

Reports To: Events and Outreach Supervisor

Responsibilities:

- **Zoological Society Events**

Coordinate assigned aspects of events with all departments involved including venue logistics, catering, audio/visual, lighting, decorations, sanitation, etc.

Responsible for implementation, overseeing and participating in the set-up and tear down of event equipment including but not limited to tables, chairs, linens, lighting and basic audio/visual needs.

Assist finances related to events such as ticket sales and recording of in-kind items for auction.

Ensure events are promoted on various online calendars and postings at the Zoo and Café. Provide assistance in other marketing efforts.

Assist with accurate record-keeping of event attendance, sponsors, and vendors along with post event synopses.

Handle solicitations of in-kind donations for auctions or raffles and provide assistance with monetary solicitations

Participate in planning and developing ideas for new events and improvement of current events

Assist with event-related correspondence such as thank you letters, solicitations, invitations, social media text, etc.

- **Rentals**

Handle customer inquiries regarding rentals at the Zoo including setting appointments and site visits, answering questions

Preparation of cost estimates, rental guidelines, credit card authorization form, etc. for client

Schedule and coordinate vendor services for rental clients and RPZ and RPZS internal events. This includes support such as equipment rental, staffing, and catering.

Handle notification of event logistics to required RPZ and RPZS personnel

Coordinate day of rental needs, set-up, tear-down, customer service

Handle post-event thank you letters, surveys, etc.

Assist with marketing of rental opportunities including listings on websites.

Participate in planning and improvement of our rental and event services and solicitation of potential clients.

Handle finances relating to rentals including recording of payments and working with finance on billing.

Track clients in yearly spreadsheet for reporting and customer appreciation.

- **Administrative Functions**

Perform duties in accordance with RPZS policies such as completing expense reports, purchasing, cash handling procedures, and timesheets.

Conform to approved rental and event budget.

Supervise on-call, part-time staff.

Interface and cooperate with other departments within RPZS and RPZ.

Provide excellent customer service as a component of all job duties.

- **Other Duties as Assigned**

Preferred Qualifications, Skills and Abilities

- Experience in planning and coordinating special events.
- Excellent interpersonal and communication skills, both written and oral.
- Employee is expected to work outside for a majority of events and must be comfortable working in either cold or hot weather conditions.
- Employee will be responsible for lifting heavy objects (up to 40+ lbs. on occasion), must be comfortable walking and standing for long periods of time.
- Demonstrated ability to tactfully handle stressful situations, negotiate and resolve conflicts, maintain confidentiality and to respect and observe organizational protocol.
- Demonstrated ability to establish and maintain effective working relationships with all levels of RPZS and RPZ staff as well as diverse volunteers, donors, community partners, vendors and others.
- Strong computer skills with proficiency in MS Word, Excel and Outlook. Knowledge of Altru preferred.
- Excellent time management, organization skills, and independent judgment skills. Proven ability to take responsibility and problem solve in a proactive manner.
- Must be able to work flexible work schedule including nights and weekends.

Reviewed By:	Signature	Date
Employee:		
Supervisor		
President		