Roger Williams Park Zoo of Providence, Rhode Island, one of the nation’s oldest zoos and exhibiting over 100 animal species, is currently recruiting for full-time, year-round, exempt, Evening & Special Events Assistant Manager. Under the general supervision of the director of marketing & public relations and supporting the special events manager, groups sales manager and operations department, this individual serves in a key role in working with the events’ staff in the development, growth and execution of evening and special events. In this capacity the individual is responsible for overseeing evening events from April -November, assisting with the development and implementation of Zoo special events, and ensuring the smooth running of events including, but not limited to Party for the Planet, Brew at Zoo, Zoobilee, Jack-O-Lantern Spectacular, Food Truck Fridays, Spooky Zoo and evening rentals. The individual in this position also serves a key role in the growth and support of events at Roger Williams Park Zoo and Carousel Village.

RESPONSIBILITIES

- Assist and support PR/Marketing and other Zoo departments with all stages of event coordination, including, but not limited to:
  - Overseeing all evening events to ensure quality and safety of the event and perform duties of emergency response coordinator as well as primary duty officer at Jack-O-Lantern Spectacular throughout the month of October.
  - assist in coordinating logistics of special events,
  - promoting events by acting as event spokesperson in various interactions with the public,
  - assisting in interviewing, hiring, training, scheduling and strategic placement of special events crew and volunteers,
  - collaborating with other departments and vendors to schedule arrangements for special events to ensure a seamless customer and vendor experience,
  - supervising third party vendors,
  - set-up and break-down of major events,
  - responding to customer and vendor inquiries,
  - maintaining Roger Williams Park Zoo reputation for high quality events and aesthetics to advance the mission and encourage support of the Zoo.
• Anticipate and communicate needs of event to Event Manager before, during and post-event (i.e.: long lines, need supplies etc.,)
• Be comfortable acting as zoo representative and as the initial Emergency Response Coordinator during afterhours events.
• Conduct research for Brew at the Zoo in conjunction with development and member services manager.
• Effectively interact and communicate with employees, volunteers, and various external groups/vendors.
• Represent the Zoo at trade shows throughout the year.
• Perform other duties as assigned by the Zoo management team.

CRITERIA

Experience and Education:
Completion of an Bachelor’s degree in Event Management or related field from an accredited institution and at least one year of event management or relevant hospitality experience; or equivalent combination of education and/or experience.

Skills and Aptitudes:
• Strong initiative and customer service orientation.
• Excellent written and verbal communication.
• Demonstrated ability and flexibility managing multiple events, priorities, projects, and deadlines.
• Possess problem-solving skills.
• Willingness to work evening and weekends, and have a flexible work schedule

Additional Requirements:
• Successful completion of a background check.
• Valid state driver’s license.
• Frequently required to lift and/or move objects up to 50 pounds
• Walk/stand comfortably for several hours throughout the zoo
• Frequently work outdoors through weather elements of rain, cold, and sometimes extreme heat
• Willingness to be on call and work flexible work schedule, including weekends, holidays, early mornings, late evenings and all Zoo special events.

Interested candidates are encouraged to send a cover letter and resume to:

Roger Williams Park Zoo
ATTN: Evening & Special Events Assistant Manager
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwzoo.org