



Assistant Events Manager Job Posting

Roger Williams Park Zoo (RWPZ) of Providence, Rhode Island, is one of the nation's oldest zoos, exhibiting over 100 animal species. Our culture is built on our core values -community, fun, innovation, diversity, integrity, sustainability, and excellence. We value our role in the community as a treasured place for families and a trusted resource for learning; we create a sense of community for our staff and contribute to the global conservation community. We provide a fun experience for our guests and believe that a fun environment is essential to create a great workplace. We are willing to take risks, to propose novel ideas and to think "out of the box". Bold dreams are welcome here. We act with respect toward all. We value diversity and are intolerant of bias. Integrity and honesty drive our business practices and our relationships with each other and our constituents. We are driven by our vision of greater sustainability in our environmental practices and in our business model. We believe that by establishing a sustainable financial base we can best achieve our goals. We are always striving for excellence. We work to exceed expectations in all areas.

RWPZ is currently recruiting a full-time, year-round, exempt, Assistant Events Manager. Under the general supervision of the Evening and Special Events Manager the Assistant Event Manager will assist in the setup, breakdown, maintenance, and oversight of events held at Roger Williams Park Zoo and Carousel Village. The individual in this position is also responsible for helping supervise, train, and grow the event support team. Examples of events includes Holiday Lights Spectacular, Brew at the Zoo, Zoobilee, Jack-O-Lantern Spectacular, Food Truck Fridays, and Spooky Zoo.

RESPONSIBILITIES

- During events, act as a liaison for the Special Events Manager to ensure they are kept to a timely schedule, ensure a high-quality experience for patrons, and operate efficiently.
- Functional supervision, training, and oversight of event support staff.
- Develop and communicate relevant information to create effective schedules for the event support team and determine appropriate staffing.

- Collaborate with team members from varying departments to coordinate cross-department support for events, ensure seamless event experiences for guests.
- Effectively interact and communicate with employees, volunteers, and various external groups/vendors, responding to their inquiries and/or requests.
- Act as Zoo Lead and Emergency Response Coordinator during afterhours events when acting as a liaison for the Special Events Manager.
- Help to maintain Roger William Park Zoo's reputation for high quality events and aesthetics, advancing our mission and encouraging support of the Zoo.
- Cultivate and maintain a positive working environment.
- Perform other duties as assigned.

Competencies

Required Experience and Education:

Two years of event Logistics or relevant hospitality experience; or equivalent combination of education and/or experience.

Preferred Experience and Education:

Recent experience working with diverse populations and fluency speaking additional languages a plus.

Skills and Aptitudes:

- Flexible, organized, and ability to mediate disputes and/or solve problems.
- Strong attention to detail.
- Excellent written and verbal communication
- Demonstrated initiative and customer service orientation
- Ability to:
 - communicate effectively with the public.
 - work in a high public contact area.
 - handle frequent interactions with general public.
 - provide quality and outstanding customer service.
 - follow directions whether verbal or written.
 - work outdoors in various weather conditions
- Frequently:
 - lift and/or carry up to 50 pounds.
 - walk, move, and stand for several hours at a time.

Supervisory Responsibilities:

- Event Support Team and assigned event staff.

Additional Requirements

- Successful completion of a background check.
- Valid driver's license.
- Understand the need and be willing to adhere to a flexible work schedule, including weekends, holidays, early mornings, late evenings, and all Zoo special events.
- Walk /stand comfortably for several hours throughout the zoo.
- Frequently works outdoors through weather elements of rain, cold, and sometimes extreme heat.

As an Assistant Events Manager, you will be joining our team in showcasing our Zoo pride and excellence in customer service.

If you are interested in this exciting opportunity to be a team member at a well-renowned Zoo in the New England area, send a cover letter, resume and salary requirements to:

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

-or-
employment@rwpzoo.org

We love diversity! We strongly encourage people of all colors, races, sexual orientations, genders, gender identities, sexual preferences, physical abilities, mental abilities, income levels, backgrounds and experiences apply.



ACCREDITED BY THE
**ASSOCIATION
OF ZOOS
& AQUARIUMS**

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