



Group Sales Assistant 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, non-exempt, Group Sales Assistant Manager to serve a key role in the development and growth of the Group Sales Department at Roger Williams Park Zoo. The individual in this position will support, oversee, and develop group experiences at Roger Williams Park Zoo and Carousel Village through excellent customer care and attention to detail. The workweek is primarily Sunday -Thursday, with evenings, holidays, or other weekend hours required.

RESPONSIBILITIES

- Perform the daily departmental operations with superior customer care.
- Develop a clear understanding of the organization's offerings and abilities and confidently promote these offerings to clients.
- Oversee group visits and on-site functions.
- Coordinate and process all phases of group contracts: recruit clients, promote offerings, book orders, secure deposits and payments for all group functions (including outings, events, parties, group visits, and library memberships).
- Collaborate arrangements with other departments and vendors to schedule arrangements for group reservations/events.
- Supervise, schedule and train Group Sales support staff.

- Increase financial profitability by recognizing untapped market shares and/or upselling existing accounts:
 - Expand department outreach through cold calls, email and networking events and fieldwork.
 - Craft and implement strategies for capturing revenue from targeted constituencies.
 - Design new offerings to boost revenue opportunities.
- Support the department's growth and regular operation, particularly but not exclusively during peak season times.
- Serve as Assistant Visitor Services Manager as needed, which includes managing frontline operations, point of sales stations, payments, and all visitor services staff.
- Develop a working proficiency with POS and back-of-house software systems (Altru/Blackbaud). Substitute as a Visitor Services Manager, developing a high fluency with ticketing, sales, technical troubleshooting, and organizational policies.
- Design and implement new marketing plans, sales offerings, and sales collateral as needed.
- Uphold all revenue control procedures including collecting, ordering, recording and depositing monetary transactions.

Required Experience, Education and/or Experience:

Required Experience and Education:

Associate degree in marketing or business administration or equivalent, plus a minimum of one year of previous experience in sales, marketing and/or customer service.

Preferred Experience and Education:

Working proficiency with Altru/Blackbaud software systems preferred. Recent experience working with diverse populations and fluency speaking additional languages a plus.

Competencies

- Must possess excellent communication and interpersonal skills and professional phone manners.
- Shows great attention to detail and has an organized work manner.
- Must interact well with staff and guests and maintain ability to respond to challenging customers professionally.
- Basic computer and database skills.
- Proven ability to manage multiple priorities and deadlines.
- Flexible, adaptable, able to take direction, and work well with others.

Additional Requirements

- Successful completion of a background check.
- Valid driver's license.
- Cognizant of professional appearance and telephone etiquette.
- Willingness to frequently work a flexible work schedule, including evenings, special events and holidays.
- Occasionally lift and/or move objects up to 15 pounds.
- Ability to operate a variety of automated office machines: computer, telephone, calculator, 2-way radio, and copier.

- Occasionally may be required to work in a ticket booth.

Supervisory Responsibilities:

- Group Sales Associate(s) and Event Ambassadors as needed.

As a Group Sales Assistant 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 the address below.

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

-or-

employment@rwpzoo.org



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

rwpzoo.org

