



## Evening and Special 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 Evening and Special Events Manager. Under the general supervision of the Chief Operations Officer, the Evening and Special Events Manager will assist in the development and growth of events held at Roger Williams Park Zoo and Carousel Village. The individual in this position is also responsible for helping to ensure high quality day and night-time ticketed and value-added events. Examples of events include Holiday Lights Spectacular, Zoobilee, Brew at the Zoo, Sip & Stroll, Jack-O-Lantern Spectacular, Food Truck Fridays, and Spooky Zoo. This role is a part of the Operations department and at times will be responsible for overseeing other Operations staff and/or departments.

### **Responsibilities:**

- Develop, oversee, support, and grow all ticketed and daytime value-added events at the Zoo and Carousel Village. This includes developing operational plans for setup and break down of the events, managing, assisting with the setup and breakdown, and working with other departments on researching and planning of ticketed and value-added events, both new and established.

- On site management of events to ensure they are kept to a timely schedule, ensure a high-quality experience for patrons, remain on budget, and operate efficiently.
- Functional supervision, training, and management of Event Support staff, Assistant Events Manager, and third-party vendors.
- Create effective schedules for the event support team and determine appropriate staffing levels for day-to-day operations as well as all events.
- Oversee all facets of hiring new Event Support staff including reviewing resumes, conducting interviews, and making hiring and salary recommendations to COO and HR.
- Collaborate with team members from varying departments to coordinate cross-department support for events and ensure seamless event experiences for our guests.
- Effectively interact and communicate with employees, volunteers, and various external groups/vendors, responding to their inquiries and/or requests.
- Act as a liaison to the Chief Operations Officer, Director of Visitor Services, and the Event Team to communicate the needs of the event, such as queue control, supplies, staffing requirements and placement, etc.
- Maintain all Event Department records including post event reports, planning meeting notes, incident reports and financial receipts.
- Perform all administrative duties for the department including processing PTO, tracking hours, coding hours to proper departments, and weekly approval of timecards.
- Act as Manager on Duty, Primary Duty Officer and Zoo Emergency Response Coordinator during afterhours events.
- Receive, evaluate and support requests from third party vendors wishing to present at the Zoo.
- Manage all aspects of the Roger William Park Zoo's Mascot program.
- Responsible for the instillation, upkeep and breakdown of the Zoo's stock of tents, ranging in size from 10' to 10' up to and including 40'x40'.
- 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.
- Work a flexible schedule including weekends, holidays, long evenings, and early mornings typical of the live event industry.

### **Required Experience, Training and/or Education**

#### *Required Experience and Education:*

- Completion of an Associate's Degree in Event Management, or related field, from an accredited institution and at least three years of live event production and operations or relevant experience; or equivalent combination of education and/or experience.
- Two years of managerial experience preferred.

#### *Preferred Experience and Education:*

N/A.

### **Competencies**

- Flexible, organized, and ability to mediate both patron and employee disputes and/or solve problems.
- Strong problem-solving skills and a great 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.
  - drive Zoo vehicles (pick-up trucks, utility vehicles, golf carts)
  - work outdoors in various weather conditions.

### **Additional Requirements**

- Successful completion of a background check.
- Valid state 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.
- Frequently lift and carry objects up to 50lbs.
- Walk/stand comfortably for several hours throughout the zoo.
- Frequently work outdoors through weather elements of rain, snow, and sometimes extreme

### **Supervisory Responsibilities:**

This position supervises the Assistant Event Manger and Event Support Team

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

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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: Evening and Special Events Manager**  
1000 Elmwood Ave  
Providence, RI 02907

-or-

*employment@rwpzoo.org*



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



[rwpzoo.org](http://rwpzoo.org)

