



Job Description

Job Title: Events Intern
Reports To: Events Manager
FLSA Status: Non-exempt, internship, part-time

Job description

SUMMARY:

The Events Intern is responsible for assisting in the oversight of the ZOOper Party program and implementation of other Zoo events and programs. In collaboration with the Events team, the Intern will learn to finalize event agreements between the client, caterer, and other vendors for the purpose of facility rentals. The Intern will learn exceptional service while ensuring a strict adherence to the Zoo's policies and standard operating procedures. This position will include setup and tear down for ZOOper birthday parties, overseeing food delivery, birthday gift distribution and décor.

As time allows, this internship may include learning to facilitate final appointments with clients, assisting with data management, conducting research and outreach in relation to Event vendors and clients, and assisting with client communication. The ideal candidate will be interested in pursuing a career in Events Planning/Management. Learn from a team of seasoned professionals, starting with small events and growing to large event details as time allows.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The employee in this position must be able to perform all the essential job duties listed below; however, this list is not intended to be all inclusive of the specific tasks that an employee in this position may be expected to perform.

- Be a Zoo ambassador at all times.
- Provide excellent guest customer service, ensuring a positive atmosphere is created and maintained.
- Collaborate with and work in harmony with the Events Manager and Events Associate.
- Communicate with prospective clients and vendors via telephone, email or in-person, while learning best practices and high-level customer service.
- Utilize knowledge of venue amenities and offerings to help convert private event leads into bookings through inquiry follow-up and scheduling site visits.
- Prepare party/event spaces in advance, including setting up decorations, chairs, tables (must be available for most birthday parties, all weekends)
- Learn how to plan and coordinate large seasonal events; extra hours may be available during some larger events.
- Conduct research into potential event programming for public events
- Carries out a follow-up with guests to find out their level of satisfaction with the planning and final execution of the birthday party/event and tracks data. Ideas are welcome for creating a great guest experience.

- Learn to prepare materials and accommodations for scheduled party/events; supplies from Guest Services, food, and drinks, facilitate animal encounters and learn to interact with internal partners.
- Maintain party supply inventory records and perform related recordkeeping. Maintain inventory in clean, appropriate storage spaces (will be trained on best practices).
- Promote birthday parties and private events (learn outreach).
- The Events Intern will adhere to all Central Florida Zoo Policies and Procedures. Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Minimum 18 years old.
- Must provide a negative drug test result.
- Ability to multi-task is essential in event management – and can be learned. We will invest in you.
- Excellent attention to detail, time management, critical thinking skills, organizational skills, and problem-solving skills are required.
- Possess excellent people and communication skills, both written and verbal.
- Must be able to relate to children and adults in an outgoing and friendly manner – required.
- Able to work well as a team player in a fast-paced, energetic environment, and work independently.
- Must be able to take direction, both verbally and written.
- Must be able to sit/stand for long periods.
- Able to correctly wear and use appropriate protective equipment if necessary.
- In the capacity of this position, the Intern will perform duties as follows:
- Clean birthday party areas/private event spaces before/after events, including but not limited to, wipe counters and tables, sweep and mop floors, and take out the trash.
- Set –up/decorate birthday party area; gather supplies and decorations, place signage, stage party area for guest arrival.
- Assist with planning and coordination of seasonal events – coordinating vendors, volunteers, sponsorship activation and other Zoo Department communication.
- Must have the ability to work weekends, holidays.

EDUCATION/EXPERIENCE:

This position requires a high school diploma or equivalent. Previous experience in a customer service-related field is preferred. This internship will show preference to college students with majors in Event Management or Hospitality.

LANGUAGE ABILITY:

- Ability to respond to common inquiries, requests, or complaints from guests and or staff in a kind and courteous manner.
- Must be able to communicate with guests and staff clearly and effectively.
- Must be able to prepare clear and concise reports.
- Multi-lingual is a plus.

REASONING ABILITY:

- Ability to define problems, collect data, establish facts, and draw valid conclusions.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid Florida State Driver License.

PHYSICAL DEMANDS:

In compliance with the Americans with Disabilities Act, the following are identified as physical requirements of the job:

- The employee must frequently lift and or move up to 35 pounds and occasionally lift and or move up to 50 pounds, stand for long periods.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to talk or hear.
- The employee is frequently required to use hands and fingers to handle, reach or feel and manipulate objects or controls. The employee is regularly required to sit, walk distances, climb, balance, stoop, bend, kneel and crouch.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

A large percentage of duties are performed outdoors in various weather conditions, ranging from rain, wind, cool to cold weather, and extreme heat and humidity. It is possible the employee experience exposure to dust and harsh chemicals that if not handled properly may present a health hazard. The noise level in the work environment is usually moderate.

Central Florida Zoo & Botanical Gardens reserves the right to revise or change job duties and responsibilities as the need arises.