



Job Description

Job Title: Events Manager

Reports To: Director of Attractions and Events

FLSA Status: Exempt- Full time

SUMMARY:

The Events Manager is responsible for planning, organizing and overseeing events for the Zoo, including all weddings, private events, birthday parties, and in Zoo fundraising events. The Manager will collaborate with the Director of Attractions and Events, the Zoo Director, and other key staff members when planning a successful event. The Manager will be responsible for scheduling additional team members necessary to provide a quality event. Further guidance established through provided policies and procedures, plus verbal and written communications.

EVENTS RESPONSIBILITIES:

- Be a Zoo Ambassador at all times.
- Determine fiscal requirements and prepare budgetary recommendations.
- Pre-event and on-site communication.
- Pursue vendor opportunities for Zoo events in partnership with the Development team.
- Establish team members' schedules, task assignments, and equipment allocation to ensure conformance with department objectives and goals.
- Negotiate agreements with outside providers to ensure the lowest cost and highest quality of service.
- Oversee procurement, purchasing requests, and needs regarding catering, audio/visual, security, and rentals for events.
- Identify all aspects of event risk and planning strategies.
- Work closely with administration and finance teams to oversee and facilitate the CFZ events registration process.
- Represent and deliver service excellence that exceeds expectations and provides professional guest service.
- Provide post-event analysis, budget recaps, and participant feedback and incorporate learning into long-term plans.
- Establish communication protocols and operating procedures with planning committees, subcontractors, and team members.

- Annually review all marketing materials to ensure prices are correct and the Zoo is presented in a professional manner.
- Develop and maintain positive, professional relationships with all Zoo team members, guests, and vendors.
- Adhere to all Central Florida Zoological Society, Inc. policies and procedures.
- Other duties as assigned.

EVENTS TEAM RESPONSIBILITIES:

- Supervise, mentor, and lead by example for all events team members.
- Maintain a calendar of events and implement a system that enables and anticipates long-term planning and effective event management for private events.
- Work closely with internal and external groups to define event goals, objectives, and specific implementation that support the organization brand.
- Work closely with directors, committees, and communications teams to effectively promote events to target audiences and obtain accurate event specifications.
- Work with communications team to develop the CFZ brand, marketing labels, and tools for events as required.
- Prepare event programs and confirm all necessary preparations.
- Ensure speakers and entertainers are briefed and prepared to provide effective presentations.
- Conduct post-event briefing sessions.
- Develop and execute all necessary follow up with vendors, sponsors, and guests.
- Develop event reports and distribute as required to sponsors and others.
- Provide strategic leadership to all team members providing proper instruction, support, excellent training, and disciplinary action as needed.
- Hold department meetings to ensure proper communications throughout the Events department, including training as required.
- Compose training SOPs, checklists and materials to provide adequate training during the onboarding process and for the length of employment.
- Provide new hires with proper CFZ issued uniforms, personal protective gear, safety materials, and all necessary materials to perform job duties.
- Teach, support, and inspire continuing education in the Events, giving team members the tools to provide excellent guest satisfaction while furthering the CFZ mission.
- Review, approve and submit bi-weekly payroll timecards for all team members with timely submission to the payroll specialist.
- Delegate tasks strategically to qualified team members.
- Accurately document employee and guest incidents while following all CFZ policies, procedures, and safety regulations.
- Train team members to ensure the highest standard of guest satisfaction in all areas of the events department.
- 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.
- Possess excellent people and communication skills.
- Must be able to work as part of a team and independently.
- Must be able to work collaboratively with all departments.
- Ability to multi-task and be well organized.
- Must have the ability to work flexible hours, including weekdays, weekends, holidays, and evenings.

EDUCATION/EXPERIENCE:

A Bachelor’s degree or greater in a related field is required. Experience in event management is required. Non-profit and/or fundraising experience preferred.

LANGUAGE ABILITY:

- Ability to respond to common inquiries, requests, or complaints from guests and/or team members in a kind and courteous manner.
- Must be able to communicate with guests, vendors, and team members clearly and effectively.

PHYSICAL DEMANDS:

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

- The employee must frequently lift and/or move up to 25 pounds and occasionally lift and or move up to 50 pounds, stand for extended 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 listen.
- The employee is regularly required to use hands and fingers to handle, reach or feel and manipulate objects or controls. The employee is frequently 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 will be exposed 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. This job description pertains to an “at will” position with the Central Florida Zoo & Botanical Gardens and in no way constitutes a written or implied contract of employment.

Employee (Print name): _____

Employee's signature: _____

Director/CEO: _____

Date _____