

POSITION DESCRIPTION



POSITION TITLE: Guest Experience Coordinator

UPDATED: October 2024

SUPERVISOR'S TITLE: Guest Experience Manager

FLSA Status: Nonexempt

PURPOSE

The Guest Experience Coordinator is responsible for assisting in planning and execution of the zoo's guest experience events. This position coordinates the birthday party and field trip programs along with assisting in major guest experience events such as Wild Zoo Halloween, Dino Days, and Wild Zoo Wonderland. This position also contributes to the operational function of events as needed throughout the event timeframe and will report to the Guest Experience Manager to help implement best event practices. This position also contributes to positive guest experiences and performs other duties as required.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

- ▶ Coordinates the zoo's guest experience events, including but not limited to Mother's Day Brunch, Wild Zoo Halloween, etc., following direction of the Guest Experience Manager.
- ▶ Organizes and coordinates the zoo's birthday party program.
- ▶ Communicates and coordinates field trip logistics.
- ▶ Follows event timelines and organizes events onsite to ensure all logistics are carried out to satisfaction.
- ▶ Works with staff from other departments and participates in event planning and implementation.
- ▶ Partners with Guest Experience Manager to resolve any unexpected or last-minute situations that arise.
- ▶ Works closely with the Guest Services, Security, Operations Services, Animal, and Maintenance teams to execute events as planned.
- ▶ Updates the zoo's internal/external event calendar.
- ▶ Provides secondary support and supervision to department and event staff and volunteers as needed in conjunction with the Guest Experience Manager.
- ▶ Performs basic office functions of the department as needed.
- ▶ Accepts other projects and duties as assigned by the Guest Experience Manager.
- ▶ Supports the zoo's commitment to continued growth of diversity, equity, access, inclusion, and belonging for zoo team members, volunteers, guests, and supporters.
- ▶ Assists with special projects and helps other zoo employees as needed.
- ▶ Actively contributes to positive guest experiences.

EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience.

- ▶ High school diploma or GED is required.
- ▶ Three years of experience in event planning, hospitality, project management, sponsorship, or other donors relations work is required.
- ▶ Bachelor's degree in hospitality, communications, marketing, nonprofit management, or related field is preferred.
- ▶ A valid driver's license is preferred.
- ▶ Must have transportation to attend meetings or perform other off-site work-related duties.
- ▶ Experience with Blackbaud/Altru/Xtrulink is preferred.
- ▶ Indiana Safeserve certification preferred.
- ▶ Must be at least 18 years of age.

- » An active Indiana Alcohol and Tobacco Commission Employee Permit is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- » Ability to professionally and effectively communicate with others through written correspondence.
- » Ability to troubleshoot, analyze situations, and make sound business decisions.
- » Knowledge of Microsoft Office software.
- » Strong organizational skills.
- » Knowledge of general office procedures and practices.
- » Knowledge of correct grammatical usage, punctuation, etc.
- » Ability to work a highly flexible schedule as needed; weekend, evening, holiday, and irregular hours will be required.
- » Ability to handle confidential information.
- » Ability to understand and follow all safety regulations.
- » Ability to handle multiple tasks simultaneously.
- » Ability to arrive to work on time and maintain a positive attendance record.
- » Ability to serve in every respect and at all times as a goodwill ambassador for the Fort Wayne Zoological Society and the Fort Wayne Children's Zoo in contacts with zoo visitors and the general public.
- » Ability to deal tactfully and politely with guest questions and misbehavior.
- » Excellent communication skills to establish and maintain effective working relationships with staff, volunteers, partners, and/or the public.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- » Ability to work an extended workday while performing physically demanding duties for special event preparation and execution.
- » Ability to operate office equipment, including computers, copiers, fax machines, and phones.
- » Ability to professionally and appropriately interact and communicate with others, both in person and through phone, email, and written correspondence.
- » Ability to regularly travel to assigned areas several times per day and effectively enter all assigned areas.
- » Ability to read reports, receipts, and other statements; and ability to properly handle currency.
- » Ability to properly lift and carry items up to 25 pounds.
- » Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- » Good speaking and listening skills.
- » Ability to perform focused work with close attention to detail.
- » Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- » This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- » This position may include exposure to potentially dangerous or venomous animals.
- » This position may include exposure to zoonotic diseases.
- » This position may include exposure to noxious native plants.
- » This position may include exposure to native biting insects and arthropods.