



Group Sales Coordinator Job Posting

Roger Williams Park Zoo is currently recruiting for a Group Sales Coordinator who will support, oversee, and assist the Visitor Services Department with growing group experiences at Roger Williams Park Zoo and Carousel Village through excellent customer care and attention to detail. This position is considered full-time and the workweek is primarily Tuesday – Saturday, with occasional evenings, holidays, or other weekend hours required.

Essential Job Functions:

- 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).
- Other duties as needed.

QUALIFICATIONS

Associates degree in Marketing or Business Administration or equivalent plus prior work experience. A minimum one year of previous experience in sales, marketing and/or customer service experience required. Must possess excellent communication and interpersonal skills and a professional phone manner. Shows great attention to detail and organized work manner. Must interact well with staff and guests; must maintain ability to respond to challenging customers calmly and professionally. .Must have proven ability to manage multiple priorities and deadlines. Flexible, adaptable, able to take direction, and work well with others. .Basic computer and database skills required. Working proficiency with Altru/Blackbaud software systems preferred.

Additional Requirements

- Successful completion of a background check.
- Valid state driver's license.
- The workweek for this position is primarily Tuesday – Saturday. Must be willing to be on call and work flexible schedule including occasional evenings, holidays, other weekend hours and special events.
- The employee is frequently required to sit, talk and hear, use hands to finger, handle, or feel objects, tolls or controls; reach with hands and arms; balance; stoop, kneel, crouch or crawl for prolonged periods of time.
- Occasionally required to move and/or lift up to 15 lbs.
- Occasionally may be asked to work in a confined area such as a ticket booth.

For immediate consideration, interested candidates are encouraged to send a cover letter & resume to:

Roger Williams Park Zoo
Attn: Group Sales Coordinator
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org