

CHEYENNE MOUNTAIN ZOO
Marketing Administrative Assistant
Job Description



Way Beyond
Watching

Position Title: Marketing Administrative Assistant

Department: Marketing

Reports to: Marketing Director

Supervises: None

FLSA Status: Non-Exempt

Hours: Full-time (40 hrs./week), Monday through Friday, 8 a.m. to 5 p.m. Schedule will shift for evening and weekend event staffing. All work is completed at the Zoo; remote work is not allowed.

POSITION SUMMARY: Supports the Marketing Department by performing administrative and physical support tasks, which include, but are not limited to, internal and external correspondence, customer service, invoice processing and budget balancing, maintenance of databases and management of mailings. Event assistance will include physical event set-up, event staffing, errands and organization of event/marketing storage space. Some social media support will also be included. Also provides hands-on support for signage and other printed projects. Promotes professional working relationships with both internal and external customers. Adheres to and supports all organizational policies and procedures and standards. Promotes teamwork! This position is non-supervisory in nature.

TO APPLY: Please submit your cover letter and resume (both are required for consideration) via [Indeed.com](https://www.indeed.com). No phone calls, please.

COMPENSATION: \$19.23/hour; full time/40 hours per week. Opportunities for prorated end-of-summer and year-end bonuses totaling up to 11% (based on Zoo performance). This position is a fully benefited position including group medical, dental, vision, life, and disability insurance; paid holidays, vacation & sick time; retirement plan; a zoo membership; and discounts on concession and gift shop purchases.

QUALIFICATIONS AND REQUIREMENTS:

- High school diploma or equivalent is required.
- Minimum of one year administrative or related experience is required; experience in a marketing/promotions office is a plus. Experience with Adobe Creative Suite is also a plus.
- Must possess the following:
 - creative problem-solving skills
 - excellent written and verbal communication skills
 - demonstrated ability to interact clearly and effectively with both internal and external customers
 - computer proficiency in Word, Excel, internet and email
 - skills in establishing and maintaining effective working relationships with co-workers, vendors, Zoo staff, and the public
 - high attention to detail while multi-tasking
 - high energy level for physically demanding event set-up/tear-down and active staffing of events (15-20 event nights per year; includes weekend events)
 - strong organizational skills for effective project coordination

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- the ability to stay organized and (re)prioritize daily tasks while accurately communicating timeline expectations
- high energy for a fast-paced work environment
- working knowledge of social media platforms, including Facebook, Twitter, Instagram, YouTube and Google Business
- ability to research, draw conclusions, and summarize data for discussion and review
- willingness to take ownership and pride in responsibilities
- Must submit to and pass a pre-employment drug/alcohol screening.
- Must submit to a pre-employment background check.
- Must have a valid driver's license and be insurable as a Zoo driver.
- Must be able to provide proof that you can legally work in the United States.

DEPARTMENTAL RESPONSIBILITIES AND DUTIES

- Maintain a high level of customer service and satisfaction.
- Must be able to quickly shift from one assignment to another.
- Return phone calls, respond to email, process invoices, etc. in a timely and professional manner.
- Must be flexible to handle a variety of activities and adjust to changing priorities to ensure deadlines and commitments are met.
- Expected to maintain integrity and honesty in the performance of duties.
- Assist with event staffing and volunteer management for events.
- Assist with paperwork and tracking related to special events.
- Assist with promotional listings and prep work for special events, including event set-up, running errands and other physical event duties.
- Assist with maintenance of electronic photo files.
- Assist with creation of social media content (photos, videos) under the direction of Social Media Manager/Asst. Manager.
- Assist Graphic Designer with hands-on signage and printed materials projects (mounting, cutting, folding, laminating, trimming, etc.).
- Assist with simple design projects under the direction of the Graphic Designer.
- Handle review and distribution of ticket donations.
- Process and sent post-visit survey emails to recent visitors to the Zoo.
- Process monthly zip code report.
- Assist with research of new ideas, brainstorming, documentation and general team support.
- Maintain organization in the department storage space.
- Must be willing and able to work outside in all weather conditions.
- Must maintain calm and professional demeanor.
- Must have exceptional verbal and written skills and must be able to communicate effectively with all types of customers, both internal and external in both areas.
- Must be able to present information in a positive, informative, accurate and professional manner.
- Must possess ability to set up systems and prioritize work responsibilities.
- Adhere to Company Dress Code Policy. Always "Zoo Crisp!"
- Other duties as requested/assigned.