

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.

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, 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.

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 submit to and pass a pre-employment drug/alcohol screening.
- Must be able to provide proof that you can legally work in the United States.
- Must have a valid Driver's License and must be insurable through Zoo's liability insurance provider.
- 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
 - skills in establishing and maintaining effective working relationships with co-workers, vendors, Zoo staff, and the public
 - high attention to detail while multi-tasking
 - strong organizational skills for effective project coordination
 - the ability to stay organized and (re)prioritize daily tasks while accurately communicating timeline expectations
 - high energy for a fast-paced work environment
 - computer proficiency in Word, Excel, internet and email
 - 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.

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RESPONSIBILITIES AND DUTIES

DEPARTMENTAL EXPECTATIONS:

- 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 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.
- If needed, provide additional staffing support for special events.
- Assist with maintenance of electronic photo files.
- Assist with monitoring and responding to fans on social media.
- 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.
- Provide office coverage when full-time team is out of the office.
- Handle review and distribution of ticket donations.
- 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.
- Other duties as requested/assigned.

ORGANIZATIONAL EXPECTATIONS:

- Maintain courteous, helpful and professional behavior on the job. Will support the success of the entire team by promoting a collaborative work environment.
- Adhere to all CM Zoo policies and procedures, CM Zoo safety policies and procedures, USDA guidelines and OSHA safety guidelines.
- Consistently contribute to problem-solving and cooperates with identified resolutions.
- Must demonstrate regular attendance and punctuality.
- Attend meetings and participates in committees as required.
- Complete trainings as required.
- Adhere to Company Dress Code Policy. Always "Zoo Crisp!"

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INDEPENDENT ACTION

Must be a self-starter, take initiative, possess a high level of multi-tasking ability under high degree of pressure and be able to work with limited supervision.

EXTERNAL AND INTERNAL RELATIONSHIPS

Must be a cooperative and collaborative member of the team and be able to handle interruptions and requests for information and assistance from employees with an attitude of good customer service.

ACCURACY AND EFFECTIVE TIME MANAGEMENT

The need for timeliness for other required activities creates pressure. The ability to prioritize tasks and use time effectively is essential.

RESPONSIBILITY FOR CONFIDENTIAL INFORMATION

This position handles highly sensitive information. Total confidentiality and discretion are mandatory regarding business information and other sensitive information.

PHYSICAL DEMANDS AND WORKING CONDITIONS: This position is located at Cheyenne Mountain Zoo. Candidates must be willing and able to work on mountain terrain and in any weather.

BENEFITS AND COMPENSATION This Position is a fully benefited position including group medical, dental, vision life, and disability insurance; paid holiday, vacation & sick time; retirement plan; a zoo membership; eligibility for the bonus program; and discounts on concession and gift shop purchases. Compensation for this position will be in the range of \$15 to \$17 per hour based on qualifications and experience.