



CHEYENNE MOUNTAIN ZOO

Job Description

Position Title: Administrative Assistant
Department: Marketing
Reports to: Marketing Director
Supervises: None
FLSA Status: Non-Exempt

POSITION SUMMARY: Supports the Marketing Department by performing administrative and support tasks, which include, but are not limited to, internal and external correspondence, customer service, paperwork and invoices processing, maintenance of databases and management of mailings. Some special event and 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 send your cover letter, resume and wage requirements to Jenny Koch, marketing director, at jkoch@cmzoo.org. Please type "Marketing Assistant Candidate" in the subject line. 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 and criminal background check.
- Must be able to provide proof that you can legally work in the United States.
- Must have a valid Driver's License and be insurable as a driver in the state of Colorado.
- 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 and Instagram



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- ability to research, draw conclusions, and summarize data for discussion and review
- willingness to take ownership and pride in responsibilities.

RESPONSIBILITIES AND DUTIES

ORGANIZATIONAL EXPECTATIONS:

- Ensure discretion with confidential information.
- 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.
- Bring issues and process-improvement ideas to the attention of the Supervisor.
- Maintain verbal and written skills required for the position.
- Attend meetings and participates in committees as required.
- Complete trainings as required.
- Adhere to Company Dress Code Policy. Always "Zoo Crisp!"
- Demonstrate appropriate level of time management in support of co-workers and the entire team.
- Represent the Zoo in a professional manner.

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 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 monitoring and responding to fans on social media.
- Assist with creation of social media content (photos, videos) under the direction of Social Media 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 mailings of donations and brochures, as needed.
- Assist with research of new ideas, brainstorming, documentation and general team support.



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- 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.

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:

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

- Physical Requirements - While performing the duties of this job, the employee is frequently required to stand; walk; lift objects; sit; use hands to handle or feel objects, tools, or controls; talk, see, hear and smell. Requires full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use department equipment, to communicate effectively; the employee is occasionally required to reach and stretch with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may be required to walk on a steep terrain (Zoo), sit (possibly for long periods of time) and perform repetitive tasks (including working on the computer) for up to the entire work day; requires the ability to lift/carry up to 50 pounds using appropriate body mechanics, possibly for extended periods of time.



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- Visual, Hearing and Communication Requirements - Requires corrected vision and hearing to within normal range, with or without reasonable accommodation. Must be able to communicate effectively in verbal and written form with all levels of personnel within and outside of the organization.
- Environmental Conditions – Working in a closed office environment. Work space may be shared. Working conditions may be noisy with fluctuating indoor and/or outdoor temperatures. May be exposed to a risk of bodily injury through contact with moving instrumentation, substances and other conditions common to an office environment. Subject to exposure to animals which may have the potential for physical aggression. May be exposed to a risk of bodily injury through animal attack, communicable diseases, outdoor weather conditions and other conditions common in a Zoo environment. Subject to unpleasant odors.
- Pressure Factor - Requires working under stressful conditions. Moderate pressure to meet scheduled and recurring deadlines.