



Our Mission: We share our joy of nature to help wildlife and people thrive.

Position: Special Events Coordinator
Status: Full-Time, FLSA Hourly Non-Exempt
Department: Events
Reports to: Events Manager

POSITION OVERVIEW

Located along the Space Coast in Melbourne, Florida, the Brevard Zoo is an AZA-accredited facility with a diverse collection of over 900 animals representing nearly 200 species. It is also home to the Sea Turtle Healing Center for rehabilitation of wild marine turtles. Brevard Zoo is well-known for its strong conservation ethic and unique attractions, such as kayaking through the Africa area, giraffe feeding, and rhinoceros and various other animal encounters.

The Special Events Coordinator at Brevard Zoo is responsible for planning, organizing, and executing a variety of internal and external events that align with the zoo's mission to share the joy of nature and help wildlife and people thrive. This role requires a self-motivated, customer-service-focused individual with a creative attitude and a drive to enhance the zoo's event experiences.

QUALIFICATIONS

EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS

REQUIRED:

- 2–3 years of event planning or coordination experience
- Strong interpersonal and communication skills with a customer-service mindset
- Highly organized and detail-oriented with the ability to multitask in a fast-paced environment
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Ability to lift up to 25 lbs and perform physical tasks related to event setup
- Availability to work flexible hours, including evenings, weekends, and holidays
- Valid Florida Driver's License
- Reliable transportation

PREFERRED/DESIRED:

- Degree in Event Management, Hospitality or related field
- Experience with event management platforms like Tripleseat

PERFORMANCE RESPONSIBILITIES

ESSENTIAL FUNCTIONS:

Event Planning and Execution:

- Coordinate all aspects of internal and external events, including conceptualization, budgeting, logistics, vendor negotiations, and on-site management.
- Develop new event concepts and implement innovative ideas to enhance current and future events.



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- Serve as the lead coordinator for high-level external events, ensuring all elements align with client expectations and zoo standards.
- Manage event setup, breakdown, and follow-up processes, ensuring all logistics are handled efficiently.
- Assist with the setup and execution of major special events hosted by Brevard Zoo.

Client and Vendor Relations:

- Liaise with clients to identify their needs and ensure customer satisfaction throughout the event planning process.
- Respond promptly to all inquiries received via phone, email, or the website.
- Hire and coordinate personnel across all functions of an event, including audio/visual, florists, photographers, catering, tent rental, etc.
- Serve as the primary day-of-event representative to the client before, during, and after events, including nights and weekends.
- Ensure that contract terms are being met by all parties involved.

Operational Coordination:

- Specify staff requirements and coordinate their activities with the necessary departments.
- Work alongside the event operations team to ensure that all venues are set up and maintained in accordance with client wishes and Brevard Zoo standards of excellence.
- Serve as a liaison between clients, vendors, and the on-site operations team for all venue-related questions.
- Coordinate corporate picnics, meetings, weddings, and other various events.
- Ensure compliance with insurance, legal, health, and safety obligations.
- Coordinate with the on-site catering manager to align food and beverage services with event requirements.

Administrative Duties:

- Create quotes, invoices, and event floor plans to facilitate clear communication and financial tracking.
- Proactively handle any arising issues and troubleshoot any emerging problems on the event day.
- Perform any other duties or tasks as assigned or required to support the success of events.

KNOWLEDGE, SKILLS AND ABILITIES:

- **Event Planning & Coordination:** Strong knowledge of the event planning process, including logistics, timelines, and on-site execution. Proven ability to manage all aspects of an event to ensure seamless operations from start to finish.
- **Safety & Event Software:** Familiarity with safety protocols, crowd management, and risk mitigation. Proficient in event management software (e.g., Tripleseat) and project management tools to streamline event processes.
- **Communication & Customer Service:** Exceptional verbal and written communication skills. Ability to create a customer-focused environment, exceed client expectations, and deliver outstanding guest experiences.
- **Problem-Solving & Adaptability:** Strong problem-solving skills, with the ability to quickly identify issues and provide effective solutions. Adaptable to fast-paced environments and capable of handling unexpected challenges with confidence.



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- **Time Management & Multi-tasking:** Excellent organizational skills with the ability to prioritize tasks effectively. Proven ability to manage multiple projects simultaneously while ensuring quality and attention to detail.
- **Team Collaboration:** Ability to work collaboratively in a team environment.
- **Attention to Detail:** Strong attention to detail to ensure top notch event execution, from the smallest logistical elements to the overall guest experience.

PHYSICAL DEMANDS/WORK ENVIRONMENT

PHYSICAL REQUIREMENTS:

(M) Medium Work

Exerting up to 50 pounds of force occasionally, and/or up to 25 pounds of force frequently and/or up to 10 pounds of force constantly to move objects as needed to move objects.

POTENTIAL ENVIRONMENTAL CONDITIONS/HAZARDS:

Indoor office environment most often with frequent movement outdoors. Exposure to extreme heat and weather conditions. Requires Sitting, Standing, Walking, Bending, Stooping, Kneeling, Finger Dexterity, Talking, Hearing, and Visual Acuity frequently.

Must be willing to work in inclement weather including temperatures exceeding 100 degrees and high humidity. Frequent movement outdoors with some indoor office environment. Exposure to extreme heat and weather conditions. Requires Sitting, Standing, Walking, Bending, Stooping, Kneeling, Finger Dexterity, Talking, Hearing, and Visual Acuity frequently.

WORK SCHEDULE:

May be required to work weekends and nights as necessary.

The above information in this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Performance of this job will be evaluated in accordance with the Zoo's policies on evaluation of personnel.

Brevard Zoo provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws. Brevard Zoo complies with applicable state and local laws governing non-discrimination in employment. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Brevard Zoo expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Brevard Zoo's employees to perform their expected job duties is not tolerated.



BREVARD ZOO

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Brevard Zoo will not tolerate retaliation against employees who raise concerns or who file a claim of discrimination whether through external agencies or through Brevard Zoo's internal procedures.

Brevard Zoo is committed to an inclusive environment where employees are encouraged to be their authentic selves. We value the diverse qualities, perspectives, and experiences of all individuals. Join us in sharing the joy of nature to help people and wildlife thrive.

SPECIAL EVENTS COORDINATOR

FOR HUMAN RESOURCES USE ONLY

Department: Events
Schedule: 40 hours per week, 12 months per year
Content By: Chief Operating Officer
Compensation: Human Resources

Revision:	Date:	Revision Control:	Initiated By:
1.0	05/01/25	Developed	Anthony Rivera – Chief Operating Officer