



**CONNECT
CARE
CONSERVE**

+ MARKETING EVENTS GREETER

Marketing Events Greeters assist in the planning and activation of BZC's special events. These events may include but are not limited to, 21+ evenings, specialty programs, holiday events, and internal staff and family gatherings.

+ Position Relationships

Department: Education & Community Engagement / Mission-Based Programs

Reports to: Guest Experience Assistant, Marketing and Adult Volunteer Program Manager

+ Primary Assignments and Expectations

Marketing Events Greeters will be contacted as needed and assigned to serve 1.5-6 hour shifts. Shift tasks may involve:

- Assembling packets, goodie bags, and other attendee materials before events
- Greeting event attendees as they enter and travel throughout BZC
- Assisting with event attendee registration and checking wristbands and entry and exit points
- Assisting with minor clean up or removal of items after events
- Answering questions about general BZC amenities and special event details
- Ensuring guests are aware of off-limit areas and where to return to
- Staffing art projects and children's activities
- Distributing gifts, information sheets, and other materials event attendees
- Seating event attendees and serving them refreshments
- Participating in scripted skits or roleplays
- Notifying supervisors of any guest questions, concerns, and feedback
- While in the park, notifying Security of any unusual circumstances and/or emergencies regarding guests or animals throughout BZC

+ Position Requirements and Specifications

All Marketing Events Greeters must:

- Be able to make a minimum commitment to BZC of at least three hours per day, two days per month
- Demonstrate excellent communication and interpersonal skills
- Be committed to providing guests and event attendees with the highest standards of customer service
- Be reliable and dependable
- Continue to contribute a minimum of 50 hours of volunteer service annually
- Upon acceptance, complete Adult Volunteer Program compliance training and forms and become familiar with Adult Volunteer Handbook

+ Desirable/Preferred Qualifications

- Volunteer and/or paid experience in customer service or event planning
- Recreational and/or paid experience in theater or improv comedy

+ Additional Information

- While in this position, Marketing Events Greeters may complete other volunteer assignments on different days or the same day they are scheduled to serve. However, this additional service **MUST NOT** impact the Marketing Events Greeter's primary duties (unless specifically allowed by supervisor).
- This position requires adult volunteers to work cooperatively with all other employees, interns, and volunteers they're assigned on a team during special events.

+ Physical Requirements

All Marketing Events Greeters must:

- Be able to sit or stand for up to 3 hours at a time (*accommodation may be offered for volunteers who use motorized scooters and wheelchairs at many, but not all, special events*)
- Be able to volunteer outdoors in different types of weather, especially unusually warm summer days and unusually cold winter days
- Be able to volunteer in buildings with varying temperature and humidity levels throughout the year (not all indoor habitats and event spaces are air-conditioned)
- Be able to tolerate sometimes crowded, hectic, and noisy conditions
- Be able to tolerate the possibility of encountering a variety of odors and soiled circumstances, such as animal waste or guests, especially children, who become ill

3300 Golf Road
Brookfield, IL 60513

708.688.8000
info@brookfieldzoo.org



Brookfield Zoo Chicago is a private nonprofit organization operated by the Chicago Zoological Society on land owned by the Forest Preserves of Cook County.