Akron Zoological Park

Job Posting

Sales Operations Coordinator

The Akron Zoo is looking for a Sales Operations Coordinator. Reporting to the Sales Supervisor, this position is responsible for assisting in the sales functions of the Akron Zoo’s Sales department. The Operations Coordinator is responsible for supporting smooth day-to-day operations including answering general inquiries for the sales departments, contract, invoicing and final payment follow up, on-site logistical coordination of all sales functions including facility rentals, field trips, birthday parties, and packaged (motor coach) tours. The Coordinator must work a flexible schedule that often includes evenings, weekends, and/or holiday shifts.

Essential functions:

- Oversight and maintenance of all aspects of the sales team. This includes maintaining supplies, contracts, invoices, and on-site logistical support.
- Working with management, execute the sales strategy of the department. This could include following up on lead generation, fielding phone calls, and supporting internal or lead generating events.
- Cross-training within other areas of Guest Services operations is required and includes Guest Experiences, Food Service and Gift Shop functions including operating the point of sale, on grounds rides, and admission sales. This position will be expected to work in the field in non-peak seasons and as the demands of the business require.
- Provide excellent customer service to zoo visitors and model this behavior to team members.
- Daily work schedule will be Thursday –Monday (weekend days are Tuesday and Wednesday).

Qualifications

1. High school diploma or GED required.
2. Minimum of three (3) years customer service experience, and one (1) year demonstrated leadership experience.
3. Previous experience in sales, invoicing and project-based leadership is required.

This job posting is not intended to be all-inclusive. The employee may be required to perform other reasonably related duties as assigned by his/her immediate supervisor. The Akron Zoo reserves the right to revise and change job duties as business requirements dictate.

This is a full-time, salaried (non-exempt) position with benefits. Interested candidates may submit a cover letter and resume via email, mail, or fax to Human Resources, Akron Zoo, 500 Edgewood Ave., Akron, Ohio 44307; Fax: (330) 374-8939; Email: HR@akronzoo.org. Position open until filled. Akron Zoo is an EOE and Drug Free Workplace.