



# Membership Coordinator

## Position Summary:

The Membership Coordinator is a key member of the FOTAZ team who works onsite at the Alexandria Zoological Park. This role will support membership operations, guest services operations during peak visitation times and events, and assist with event logistics to ensure smooth operations. While this position does not involve event planning, it provides vital assistance with event set-up, material organization, and post-event cleanup.

## MINIMUM QUALIFICATIONS

- Must be at least 18 years old, High School diploma or GED required; some college coursework preferred
- Must possess a valid Louisiana driver's license.
- Clear criminal background check and pass a drug test
- Experience in customer service, membership programs, or events is a plus
- Comfortable using computers and membership/database software like Excel.
- Strong communication and organizational skills
- Friendly, professional demeanor with a passion for community engagement
- Must be able to work flexible hours, including weekends and some evenings during events
- Ability to lift up to 30 lbs and be on your feet for extended periods of time

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Membership Coordination**
  - Grow revenue by maintaining accurate and up to date records of FOTAZ memberships
  - Process and mail membership cards and welcome materials
  - Respond to membership inquiries via phone, email or in person
  - Track membership statistics and assist with reporting to board and staff for review
  - Coordinate and assist with membership drives and promotional campaigns
  - Set up and staff membership information tables at zoo events or outreach
  - Maintain reciprocal zoo listings and update as needed
- **Guest Services Support**
  - Staff the membership/guest services booth during high traffic periods (I.E weekends, holidays, school groups, special events)
  - Help troubleshoot membership related issues at the gate
  - Actively contribute to the positive guest experience
- **Event Assistance**
  - Assist with event set up, including gathering supplies, prepping materials, and organizing event spaces
  - Support the execution of events by helping with staffing needs
  - Aid in post event clean up and inventory management

**OTHER DUTIES:** Supporting the coordination of volunteer shifts for FOTAZ events (not managing volunteers but helping with logistics). Serving as back-up for other front of house duties, like answering the phone or assisting in the gift shop during emergencies or special events. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Other duties and assignments may be given by the COO, Guest Services Manager and Assistant Manager.

**PHYSICAL DEMANDS:** Tasks require the regular, and at times, sustained performance of moderately physically demanding work, typically involving some combination of standing, climbing and balancing, stooping, kneeling, crouching, and crawling, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20 – 50 lbs.).

**POSITION TYPE/ EXPECTED HOURS OF WORK:** This position requires a flexible schedule that includes weekdays, weekends, holidays, and evenings as job duties demand.

**Work Hours:** Hours and days will vary. Alexandria Zoo is a seven day a week operation and work hours may be anytime between 8:30 am to 5 pm and any of the seven days of the week. Some nights will be required for special events. Individual scheduling needs will be taken into consideration when scheduling.

**Salary:** \$14.00/hr

**Reports to:** Chief Executive Officer, Guest Services Manager, Guest Services Assistant Manager

**Seasonal or Non-Seasonal:** Part-time, Full-time (limited positions available)

**FLSA Status:** Hourly, Non-Exempt

**Benefits:** Discounts on food and merchandise.

**TO APPLY:** Applications are accepted online at [www.thealexandriazoo.com/Jobs.html](http://www.thealexandriazoo.com/Jobs.html)  
Must include a copy of diploma (or GED) with application.