

JOB DESCRIPTION

Position Title: Assistant, Special Events

Position Reports to (Title): Assistant Manager, Special Events

Department: Special Events/Rentals

Exempt/Non-Exempt: Non-Exempt, Temporary, Part-Time, Daytime/Evenings, Weekends

1. Position Summary

This position is responsible for the facilitation of rentals and events for Powell Gardens including but not limited to weddings and receptions, rehearsals, memorial services, celebratory occasions, corporate events, galas, holiday parties, and Garden festivals. This position will work closely with the Assistant Manager of Special Events to ensure successful events for clients and visitors to Powell Gardens. Additional duties include timely responses to online inquiries and conducting facility tours for potential clients.

2. Essential Functions

Client-Center Duties (internal and external clients)

- Promptly handles inquiries via telephone or email from current and potential clients.
- Utilizes Altru & Tripleseat, the Garden's software systems for rentals, ticketing, events, membership, calendars and donor relations effectively and consistently
- Keeps detailed and organized records of all correspondence with clients.
- Updates the Master Calendar as needed.
- Holds facility tours with current and potential clients as needed.
- Coordinates all logistics as requested for internal and external clients

Event Coordination and Logistics

- Serves as the main point of contact during assigned private events.
- Go above and beyond to ensure the needs of each rental client are met, before, during and after events.
- Manage day-of, outside vendor relations, including greeting and assisting caterers, florists, photographers, etc. throughout an entire event.
- Assists with bartending needs including bartender schedule, bar set ups, liquor inventory, etc.
- Assists with all facility rental coordination for clients as assigned.
- Coordinates rental equipment needs and logistics for all internal/external events and festivals at Powell Gardens including tables, chairs, tents, port-a-johns as assigned.

Accounting/Inventory

- Processes all contractual paperwork in accordance with Powell Gardens' procedures including invoicing and collecting payments.
- Assists with inventory for liquor, equipment, and other event needs.

Compliance

- Ensures compliance with responsible alcohol service guidelines with regards to guest limitations and age restrictions.
- Ensures the safety and security of guests and employees.
- Follows all Powell Gardens organizational policies and procedures, dress code, attendance and code of conduct.

3. Sphere of Responsibility

- Serve as the main point of contact during public and private events
- Supervises bartenders as required at events

4. Internal and External Contacts

Internal: All Powell Gardens employees, Board of Directors, volunteers.

External: Powell Gardens guests, donors, vendors and clients.

5. Consequence of Error

The Assistant, Special Events at Powell Gardens is a major component of the rental experience for internal and external clients. Great service, a friendly demeanor and efficient and timely communication is required for a great client experience. Failure to deliver in these areas will provide a poor experience for clients and hurt attendance and revenue for the Gardens.

6. Experience/Education

Education	High school diploma or GED, required Must be 21 years of age
Experience	Event planning and execution experience or similar customer service position.
Knowledge	Ability to perform basic math & to make change with coin & currency. Must be able to read, write legibly, understand & speak English General computer knowledge and ability to navigate the Altru & Tripleseat databases as well as general knowledge of Microsoft Office and Google Suite. Typing ability. Must have valid driver's license.
Communications	Speak, listen and write in a clear, thorough and timely manner Diplomatic and professional Engage guests in a professional and friendly manner Proactive "can do" attitude Ability to manage multiple situations at once while remaining calm and collected Must be highly organized and be able to multi-task. Must be able to work with demanding clientele while providing a positive guest experience. Must be able to understand and follow directions. Must have excellent oral communication skills both in person & over the phone, plus have basic grammar skills in order to compose communication via email. Must be able to make decisions on their own in various situations with the clientele. Able to lift at least 20lbs.
Core Competencies	Instills Trust Demonstrates respect of others through honoring commitments; demonstrates fair and ethical behavior with customers and employees; is consistently aware of the shadow he/she casts; gains the confidence and trust of others easily; expresses self in credible and transparent manner Interpersonal Savvy Relates comfortably with people across levels, functions, culture, and geography; acts with diplomacy and tact; builds rapport in an open, friendly, and accepting way; builds constructive relationships with people both similar

	<p>and different to self; picks up on interpersonal and group dynamics</p> <p>Manages Conflict Step up to conflicts, seeing them as opportunities; asks questions and listens closely to all issues presented; finds common ground and drives to consensus, ensuring that all feel heard; defuses high-tension situations effectively</p> <p>Persuades Convinces others to take action; negotiates skillfully in touchy situations; responds effectively to the reactions and positions of others; shares own ideas in a compelling manner that gains commitment from others; finds common ground and acceptable alternatives that satisfy the needs of multiple stakeholders</p> <p>Resilient Stays focused and composed in stressful situations; maintains a positive and forward-thinking approach despite trouble circumstances and setbacks; takes constructive action to navigate difficulties or obstacles; is viewed as a source of confidence in high-stress situations</p> <p>Situational Adaptability Picks up on situational cues and adjusts in the moment; readily adapts personal, interpersonal, and leadership behavior; understands that different situations may call for different approaches; can act differently depending on the circumstances</p>
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7. Work Environment/Physical Requirements

1. Must be available to work weekends, nights and holidays; must be available to work as required at events or programs; attend all-staff meetings outside of normal working hours; requires prolonged standing, mobility, lifting up to 20lbs, reaching & bending.

Disclaimer Statement:

Every effort has been made to make your job description as complete as possible. However, this position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other duties requested by their department supervisor.