



Greater Des Moines
Botanical Garden

Job Description: Events and Venue Liaison

Reports to: Events and Venue Manager

Status: Non-Exempt

Schedule: Part-time, with no guaranteed number of work hours per week, majority nights and weekends. Hours will change from week to week with the average timeframe between 10 a.m. to 5 p.m. or 5 p.m. to midnight with some flexibility. The actual schedule will be based upon Botanical Garden events and administrative needs.

Revision Date: September 2015

Position Summary

The Events and Venue Liaison will primarily oversee and lead venue rentals for internal and external event clients, in collaboration with the Events and Venue Team. The candidate will successfully work with venue clients, caterers, vendors and guests while creating exceptional service from the beginning to the end of events. He or She will be responsible for enforcing the facility rules and regulations, organizing audio visual needs and securing the building at the end of events.

Primary Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and perform other duties as assigned.

- Successfully interacts and serves as point-of-contact for internal and external clients, caterers, wedding/event planners, vendors and guests to ensure excellent and high quality guest experiences at the Botanical Garden
- Maintains a welcoming environment and demeanor while servicing guests in person, on the phone or via email
- Actively engage and respond promptly to venue clients, vendors and guests along with communicating their concerns to the Events and Venue Manager
- Oversees vendor set up, teardown and cleanup of event spaces
- Sets up the event per the client's specification and maintains event spaces throughout the event
- Ensures total compliance with the Botanical Garden's contracts, rules and regulations
- Effectively anticipate and respond promptly to the needs of all guests and vendors
- Responsible for executing the event and securing the building at the end of events
- Supports the Botanical Garden staff through administrative services and office coordination
- Maintain knowledge of Botanical Garden programs and events to better serve guests
- Manages multiple short-term and long-term priorities in an effective and organized manner in the execution of successful events.
- Must be dependable, able to work independently and able to handle cash transactions when required for garden events
- Successfully communicates with a diverse group of stakeholders, visitors and patrons
- Perform other duties as assigned by Events and Venue Manager

Success Factors

In conjunction with position-related skills, the successful candidate will bring become an integral member of the Botanical Garden team with these criteria:

- Serves as part of a cross-departmental team that delivers a superior guest experience, drives membership and promotes the Botanical Garden mission and offerings at special events and outreach opportunities.
- Develops, maintains and promotes positive and professional relationships with internal staff, volunteers, members, vendors, contractors, media and the general public in order to achieve departmental and organizational goals.
- Maintains a commitment to, and ability to convey, the Botanical Garden's mission with genuine passion and the willingness to continually learn about the programs and mission.

Qualifications

The requirements listed below are representative of the knowledge, skill, and/or ability required for this position.

Education and Experience

- High School Diploma or equivalent required
- Associates or bachelor degree in a business, administration, marketing or hospitality field preferred
- Minimum of one year experience in a guest services function at a cultural attraction or in a corporate environment
- Event planning or hospitality services experience preferred
- Experience with point of sale and donor database software

Knowledge, Skills and Abilities

- Ability to work independently as well as in a team environment
- Ability to apply basic mathematical concepts such as algebra, geometry and monetary transactions
- Excellent communication skills, both written and verbal
- Ability to deal with problems involving several concrete variables in standardized situations
- Ability to successful pass a criminal background check
- Working knowledge of Microsoft Office suite

Licenses and Certifications

- Valid Drivers' License preferred

Work Environment and Physical Demands

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Continuous communication and/or interaction with staff, volunteers, visitors and management
- Majority evening, weekend and/or holiday work may be required to meet departmental deadlines or to provide staff support to events
- Prolonged periods of time sitting performing administrative functions
- Occasional bending, stooping, reaching, crouching or light lifting (up to 50 lbs)
- The employee is frequently required to walk; sit and stoop, kneel, crouch or crawl.
- Requires good hand-eye coordination, arm, hand and finger dexterity including the ability to grasp, and visual acuity to use a keyboard, operate equipment and read technical information.

About the Organization

The Greater Des Moines Botanical Garden is a 501(c)(3) privately governed, not-for-profit public garden situated on 14-acres in the heart of downtown Des Moines. At the Botanical Garden, we are passionate about exploring, explaining and celebrating the world of plants. Beyond the beauty and inspiration of our urban setting, we are dedicated to creating signature, memorable experiences through progressive garden design and innovative programming. People, plants and passion are the focus of what we do. By educating and enriching the lives of our guests, we provide a valuable resource for our community and forge partnerships stronger than the sum of our individual parts.

Our team at the Botanical Garden takes pride in our core values and are dedicated to demonstrating them in our daily work.

Teamwork – We achieve together what we cannot achieve alone.

Trust – We are confident in each other's integrity, strength and ability.

Creativity – We embrace the spirit of innovation to find a better way.

Excellence – We expect and deliver a superior experience that exceeds expectations.

Position Application

Qualified candidates should submit a cover letter, application, three references and a resume to bghr@dmbotanicalgarden.com. Review of applications will begin immediately and remain open until the candidate is hired. Only electronic applications are accepted. No paper applications will be considered.