



Greater Des Moines
Botanical Garden

Job Description: Events and Venue Manager

Reports to:	Assistant Director of Retail and Guest Experience
Function:	The Events and Venue Manager will have primary responsibility of creating, maintaining and modeling exemplary experiences for the Botanical Garden's internal and external event clients. This includes but is not limited to creating and implementing strategy and new training tools for the event staff, supervising the event staff and be a liaison for event clients.
Status:	Exempt
Schedule:	Full-time, with regular weekend, evening and holiday hours. The actual schedule will be based upon Botanical Garden events and organizational needs.
Revision Date:	October 2018

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

To learn more visit dmbotanicalgarden.com.

Primary Responsibilities

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

The Events and Venue Manager's primary functions include:

- Developing and managing the Garden's rental and catering commission budget and ensuring the organization's strategic initiatives are met
- Cultivating sales and managing the Botanical Garden sales pipeline
- Partnering with Event and Venue Coordinator(s) to sell the Botanical Garden as a top rental destination to a diverse group of clients
- Managing the guest experience from the venue user's perspective by establishing, inspiring and maintaining the Botanical Garden's guest experience as a core component of the organization's strategic priorities and daily operations
- Supervising the Event and Venue Coordinator(s) and Event Liaison(s) who work the frontline positions and engage guests throughout the Garden. This includes modeling exemplary guest services along with hiring, scheduling, supporting, developing and monitoring team members to ensure the guest experience brand is consistent
- Serving as part of a cross-departmental team that delivers a superior guest experience, drives membership and promotes the Botanical Garden mission
- Partnering with the Guest Experience department to develop tools and strategies to evaluate and improve the event guest experience, including actively participating in the collection and analysis of the rental client's data and statistics
- Developing, maintaining and promoting positive and professional relationships with internal staff, volunteers, members, vendors, contractors, media, the public and community partners

- Serving as the primary contact and navigator for any escalated venue client concerns, including after normal business hours
- Being knowledgeable of and actively promoting Botanical Garden offerings and experiences to guest that meet their needs
- Assisting the Public Engagement Manager to coordinate planned events
- Partnering with Event and Venue Coordinator(s), to provide exemplary service to both internal and external clients through scheduling and coordinating the rental and use of the venue spaces for internal and external groups
- Processing and tracking payments for rental clients, program registration and daily deposits for events and venue functions
- Assisting in day-to-day operations, including opening and closing cash drawers, cash handling and answering and directing phone calls
- Managing assets and infrastructure in partnership with the Assistant Director of Facilities and Grounds,
- Serving as the primary point of contact and overseeing events and venue vendors, including collecting payments and required documents

Qualifications

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

Education and Experience

- Associates or bachelor's degree in event management, business, hospitality or related field of study is preferred
- Minimum of two years' experience in guest service, event and venue management
- Minimum of two years' experience in supervisory or management role
- Bi-lingual or multilingual highly desirable

Skills and Abilities

- Excellent communication skills, both written and verbal
- Strong organizational skills
- Strategic thinking
- Ability to solve complex problems and independently make decisions
- Ability to work independently as well as in a team environment
- Working knowledge of Microsoft Office suite
- Ability to apply basic mathematical concepts such as algebra, geometry and monetary transactions
- Ability to successful pass a criminal background check
- Ability to work a flexible schedule including nights and weekends when needed

Licenses and Certifications

- Valid Drivers' License preferred

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, hear and use hands to finger, handle or feel. The employee is frequently required to walk and stand. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include color vision and depth perception.

Work Environment

The work environment characteristics 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.

While performing the duties of this Job, the employee is regularly exposed to wet and/or humid conditions. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Balance of Time

While performing the duties of this job, the employee would should see the balance of time as follows:

- Sales and lead generation: 40%
- Client relations: 25%
- Human resource functions: 15%
- Operations: 10%
- Vendor relations: 10%

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.