



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 anywhere 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: February 2021

Position Summary

The part-time Events and Venue Liaison position includes overseeing 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 interact and serve as point-of-contact for internal and external clients, caterers, wedding/event planners, vendors and guests to ensure high-quality guest experience at the Botanical Garden
- Maintain 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 concerns to the Events and Venue Manager
- Oversee vendor set up, teardown and cleanup of event spaces
- Assist with setting up the event per the client's specification and maintain event spaces throughout the event
- Ensure total compliance with the Botanical Garden's contracts, rules and regulations
- Effectively anticipate and respond promptly to the needs of all guests and vendors
- Responsibly execute the event and secure the building at the end of events
- Support the Botanical Garden staff through administrative services and office coordination
- Maintain knowledge of Botanical Garden programs and events to better serve guests
- Manage multiple priorities in an effective and organized manner in the execution of successful events
- Must be dependable, able to work independently and take initiative when required for Botanical Garden events
- Successfully communicate with a diverse group of 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 become an integral member of the Botanical Garden team with these criteria:

- Advance the mission of the Botanical Garden by actively meeting Strategic Plan goals and supporting our Core Values and other documents that guide our organization

- Serve as a host for our guests. All staff members are expected to interact with guests with a positive attitude and welcoming demeanor. Staff members talk with guests, answer questions and connect guests to areas where they can deepen their experience with us. Create a signature guest experience by following our Guest Experience Standards and encouraging our guests to return
- Serve 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
- Develop, maintain and promote positive and professional relationships with internal staff, volunteers, members, vendors, contractors, media and the general public in order to achieve departmental and organizational goals
- Maintain 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's 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 or hospitality services experience preferred

Knowledge, Skills and Abilities

- Ability to work independently as well as in a team environment
- Ability to apply basic mathematical concepts such as algebra
- Excellent communication skills, both written and verbal
- Ability to problem solve and take initiative in a fast-paced environment
- Ability to successfully pass a criminal background check
- Working knowledge of Microsoft Office suite

Licenses and Certifications

- Valid Driver's 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
- Occasional bending, stooping, reaching, crouching or light lifting (up to 50 lbs.)
- Frequently required to walk, sit and stoop, kneel or crouch
- 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.

Greater Des Moines Botanical Garden Compact of Excellence

In order to do our best work and have a supportive work environment, the Greater Des Moines Botanical Garden team members agree to:

TEAMWORK – We are committed to showing up as our best selves, with empathy, gratitude and respect for fellow teammates and their ideas.

COMMUNICATION – We communicate with integrity by being transparent and honest, while listening to understand.

EXPECT THE BEST – We expect and deliver the best by capitalizing on the strengths of our team members to have a positive work environment and experience for our clients.

ACCOUNTABILITY – We hold ourselves and one another accountable to the mission of the Greater Des Moines Botanical Garden and the Compact of Excellence.

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.

Greater Des Moines Botanical Garden is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act and/or applicable state regulations, Greater Des Moines Botanical Garden will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with a member of management.