

# Manager of Private Events

New England Botanic Garden at Tower Hill, PO Box 598, Boylston MA 01505 508-869-6111

<b>Direct Manager:</b>	Senior Operations Manager		
<b>Department/Group:</b>	Private Events	<b>Job Category:</b>	Exempt Full-time Permanent
<b>Location:</b>	Boylston, MA	<b>Travel Required:</b>	Occasional
<b>Salary or Rate Range:</b>	\$31-\$33 per hour	<b>Apply at:</b>	<a href="https://nebg.isolvedhire.com/jobs/">https://nebg.isolvedhire.com/jobs/</a>
<b>Date posted:</b>	12/4/24	<b>Posting Expires:</b>	

New England Botanic Garden at Tower Hill believes diversity in nature promotes a healthy, vigorous garden. We believe that diversity among our staff promotes a healthy work environment and vigorous organization. We recruit, employ, train, compensate and promote regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law. We believe in diversity of race, gender identity, sexual orientation, religion, ethnicity, national origin, ability, and all the other traits that make us unique. New England Botanic Garden is an equal opportunity employer.

NEBG at Tower Hill does not require its staff to be vaccinated for Covid-19, but we urge everyone to receive an updated dose as they become available to protect themselves and each other.

The Manager is expected to carry out the responsibilities of the job in ways that support NEBG at TH's mission and to its commitment to creating a diverse and welcoming organization.

- Being welcoming to all staff and the public
- Be respectful of staff differences and preferences
- Use gender neutral communication styles
- Respect everyone's pronouns
- Attend IDEA workshops and training sessions
- Make efforts to support a diverse work force.
- Develop and support a culture within the department that recognizes and supports NEBG at TH's IDEA initiatives (Inclusivity, Diversity, Equity and Accessibility).

## Responsibilities

- Manage event planning functions and staff
- Develop and manage an annual budget for the department
- Responsible for AP/AR for the department including pipeline and year-over-year tracking.
- Providing data on request to inform senior leadership decision-making
- Work with interdepartmental teams to plan and manage NEBG events such as donor recognition events, and internal trainings/meetings

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- Develop business relationships to provide value to NEBG and rental clients, maximizing efficiency and sales opportunity by leveraging available resources
- Create and implement departmental policies and procedures
- Function as the main point of contact for internal and high-profile external clients
- Responsible for audiovisual equipment inventory, maintenance and replacement
- Manages software used to support rental functions, including Tripleseat and Social Tables
- Together with the Marketing and Communications staff, create marketing material for weddings, meetings, and social events and provide input to the marketing strategy designed to promote venue rentals
- Develop prospecting strategies with the Events staff to identify and develop new business opportunities leading to sales growth
- With the Senior Operations Manager, develop departmental and property emergency procedures and ensures Events staff are trained in safety procedures
- Work with direct reports to review scheduled events and troubleshoot potential challenges/conflicts
- Leads discussions to review event complexity and proactively avoid service challenges and failures
- Ensures the organization is appraised of all bookings that will impact Garden operations

## Leadership and Interpersonal Relations

- Supervises, trains, and evaluates full and part-time staff including formal reviews and goals development with permanent staff
- Promotes intra-organizational cooperation to benefit the Garden and to promote its mission
- Leads Private Event Management meetings
- Displays leadership in guest hospitality and customer service, and creates a positive atmosphere for guest relations
- Responds to and handles guest problems and complaints in connection with space rentals
- Empowers employees to provide excellent customer service and works to provide the resources to support this

## Supervision and Training

- This position reports to the Senior Operations Manager.
- The Manager of Private Events will supervise the permanent and seasonal staff including the Weddings Specialist and the Private Events Specialist.
- The Manager ensures that all staff are familiar with the employee handbook and the Emergency Response Plan
- TIPs certification is required once employed
- The Manager will be responsible for identifying and budgeting for professional development opportunities for themselves and their staff.

## Schedule

The Manager of Private Events position is salaried and exempt from overtime. The standard work schedule for this position is Monday-Friday. However, the schedule may be flexible to suit the needs of the organization and may at times involve weekend or evening hours.

## Education and Experience

- A minimum of 3 years of catering, event sales, or day-of-coordination experience
- A degree in business, hospitality, or a related field is a plus
- Experience with audiovisual equipment is a plus

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## **Physical Demands / Working Conditions:**

- Must be able to lift 25 pounds and work outdoors in all seasonal extremes as required.
- Must be able to bend, squat, kneel, stand, and walk for extended periods of time and to navigate uneven grounds and stairs evenly.
- Must be able to work with appropriate computer and communications equipment.

*Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.*

## **Safety**

- Works with an awareness of surroundings and vigilant to any possible threat to the safety of staff and the public, or to NEBG at TH property. Ensures all concerns are reported promptly.
- Reports all accidents and injuries immediately to an immediate supervisor and/or Chief Financial & Operations Officer, or designee.
- Complies with provisions of the current Employee Handbook, all published personnel policies, and the requirements of the job description.