

Private Events Administrative Assistant

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

Direct Manager:	Manager of Private Events		
Department/Group:	Events	Job Category:	Non-Exempt Full-time Permanent
Location:	Boylston, MA	Travel Required:	N/A
Salary or Rate Range:	\$16.76-\$20.25 / Hour	Apply at:	https://bit.ly/nebg-jobs
Date posted:		Posting Expires:	

This position 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

Responsibilities

- Must be able to communicate clearly in writing and in conversation.
- Respond to all initial photoshoot, group, and event inquiries via phone, email, website, or in-person on behalf of the Wedding and Events Specialists.
- Schedule and conduct site tours of the venue on behalf of the Wedding and Events Specialists
- Provide day-of event support as needed for internal and private events.
- Complete a weekly audit of all event details including diagrams, timelines, and interdepartmental communications for the Private Events Department.
- Send follow-up emails to clients for details and payments as needed per contract deadlines.
- Complete event and commission payment documentation for all events.
- Regularly update and audit Private Events collateral and website information.
- Assist Private Events Specialist with setup and troubleshooting of audio-visual equipment.
- Create diagrams and floor plans for internal and private events.
- Capture event content for social media posts and stories.
- Assist the Manager of Private Events in booking event spaces for seasonal holds, projects, and internal events.
- Take notes during meetings as required.
- Work with Manager of Private Events to review and send weekly membership report.
- Other duties as assigned.

Interpersonal Relations

Private Events Administrative Assistant

- Communicate all pertinent details of events to appropriate internal departments, staff members, clients, and vendors.
- Understand the goals of and works with internal departments to develop and implement ways to increase mission awareness among rental clients.
- Assist in the planning and execution of interdepartmental projects and events.
- Option to participate in staff committees as discussed with and approved by the Private Events Manager.

Supervision and Training

Participates in annual training of the day-of event staff to adequately ensure the security of NEBG at TH, its buildings, and grounds.

Schedule / Availability

The Private Events Administrative Assistant position is hourly and non-exempt from overtime. The standard work schedule for this position is 40 hours per week, not including an unpaid daily 30-minute meal break. This position requires weekend and/or evening availability, particularly from May through September, to account for our peak event season. This schedule may be flexible for the remainder of the year.

Education and Experience

- High School Diploma or GED.
- At least one year of customer service, administrative duties, event support, or other relevant job experience required.
- Experience in record keeping, organization, compiling data, and planning skills preferred.
- Tripleseat and Social Tables experience, and knowledge preferred.
- Experience with Microsoft Office suite, and Microsoft Teams.
- TIPS or ServSafe Alcohol certified, or the ability to acquire by start date.
- Familiarity with audio visual equipment, preferred.

Physical Demands / Working Conditions: Adjust for the position but include what is essential.

- Must be able to lift 20 pounds and work outdoors in all seasonal extremes.
- 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. Ensure 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.