

Manager of Private Events

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

Direct Manager:	Senior Operations Manager		
Department/Group:	Private Events	Job Category:	Exempt Full-time Permanent
Location:	Boylston, MA	Travel Required:	Occasional
Salary	\$64,480 - \$68,640 annually		https://bit.ly/nebg-jobs

Position Overview

The Private Events Manager is responsible for a revenue stream of approximately \$1,000,000 in support of NEBG's mission and operations. Direct reports include a Private Events Specialist, Weddings Specialist and Administrative Assistant. Additional event staffing is provided by a team of per diem staff. The Private Events Manager oversees approximately 20 internal events annually and is responsible for the operational execution of approximately 400 events per year by working with private events staff, other NEBG departments, and with food and beverage service partners.

Responsibilities

- Direct management of internal events such as donor recognition events, and internal trainings/meetings, working with other NEBG departments and the organization's food and beverage service partner as necessary to ensure a smooth presentation.
- Indirect management of weddings, social and meeting rentals handled by department event specialists.
- Function as the main point of contact for internal and high-profile external clients
- Be familiar with process and policy, and able to step in to direct support as needed.
- Develop and manage an annual budget for the department including labor, direct expenses and projected revenue by rental stream.
- Responsible for AP/AR
- Responsible for projecting future revenue over time, using pipeline and year-over-year tracking data.
- Provide data on request to inform senior leadership decision-making.
- Be 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's IDEA initiatives (Inclusivity, Diversity, Equity and Accessibility).
- Cultivate partnerships that advance NEBG's mission and strengthen the rental program, maximizing sales potential and operational efficiency by leveraging internal and external resources.
- Develop and implement departmental policies and procedures.

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- Responsible for audiovisual equipment inventory, maintenance, replacement and training in AV operations.
- Manages software used to support rental functions, including Tripleseat and Social Tables
- Collaboratively with the Marketing and Communications staff, create marketing material for weddings, meetings, and social events.
- Provides input and expertise to the marketing strategy to promote various venue rental streams.
- Develop prospecting strategies with the Events staff to identify and develop new business opportunities leading to sales growth.
- With the Senior Operations Manager, develops departmental and property emergency procedures and ensures permanent and per diem staff are trained in safety procedures and emergency response.
- Works 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.
- Maintains an active, professional presence during internal events to monitor quality, anticipate guest needs, and ensure smooth execution.
- Ensure staff remain attentive to operational responsibilities and guest experience throughout each event.
- Ensures the organization is appraised of all bookings that will impact Garden operations.
- Works with an awareness of surroundings in accordance with NEBG safety policy.
- Comply with the provisions of the current Employee Handbook, all published personnel policies, and the requirements of the job description.

Leadership and Interpersonal Relations

- Supervises, trains, and evaluates full and part-time staff including formal reviews and goals development with permanent staff.
- Establishes, promotes and maintains working relationships within NEBG to benefit the Garden and to promote its mission.
- Leads department meetings.
- Display leadership in guest hospitality and customer service and creates a positive atmosphere for guest relations.
- Responds to and resolves guest issues in connection with space rentals.
- Consistently demonstrates sound judgment, discretion, and professionalism in decision-making and communication.
- Fosters a culture of excellent customer service by equipping employees with the resources and confidence to excel.
- Model NEBG's standards for professional conduct and guest-focused service.

Supervision and Training

- This position reports to the Senior Operations Manager.
- The Manager of Private Events will supervise the permanent and per-diem 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.
- Ensure team members receive consistent onboarding and ongoing training in customer service, safety, and event execution standards.

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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 in a management position.
- Non-profit experience a plus.
- A degree in business, hospitality, or a related field is a plus.
- Experience with audiovisual equipment is a plus.

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.