Public Events Coordinator

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

Direct Manager:	Manager of Public Events		
Department/Group:	Education	**Job Category:**	Full-time Non-exempt Permanent
Location:	Boylston, MA	**Travel Required:**	Yes, local
Salary:	$20-21/hour		https://bit.ly/nebg-jobs

Position Overview

Under the direction of the Manager of Public Events, the Public Events Coordinator supports the planning, development, implementation, and evaluation of New England Botanic Garden's annual calendar of public events, both onsite and offsite. The Coordinator helps deliver engaging, high-quality experiences that connect diverse audiences with the Garden's mission. These events are audience-focused programs that include concerts, plant shows, community celebrations, exhibit-related events, and more.

New England Botanic Garden is committed to connecting people with plants, fostering environmental stewardship, and creating meaningful experiences that inspire our community through horticulture, education, and nature.

Our Culture

- Be part of an exceptional, respectful, and inclusive workplace culture that values both high performance and work-life balance.
- Be welcoming to all staff and the public and respectful of staff differences and preferences.
- Work for an organization deeply committed to diversity, equity, inclusion, and accessibility (IDEA).
- Explore opportunities to attend IDEA workshops and initiatives that foster a culture of belonging.
- Enjoy comprehensive benefits, retirement savings options, generous paid time off, and holidays.

Responsibilities

- Work with the Manager of Public Events to plan and execute an annual calendar of over 70 public events.
- Assist with the coordination and planning of public events on- and off-site including plant shows, community-focused events, evening and weekend events, and more.
- Research, contact, secure, and schedule vendors, performers, and entertainment for public events as directed by the Manager of Public Events.
- Independently execute administrative duties to support event logistics including booking event spaces, creating room setup diagrams, creating event-specific signage, communicating internally and externally with event participants and staff, and assisting vendors, performers, and volunteers.
- Assist the Manager of Public Events with executing agreements, collecting payments, and submitting check requests.
- Create, upload, proof, and update registration pages for all public events.

- Communicate and process all event cancellations and changes.
- Be present at and oversee day-of logistics for designated events including setup and breakdown.
- Ensure that vendors, plant societies, partner organizations, vendors, and performers follow event protocols and NEBG policies during events.
- Create a welcoming and enjoyable experience for vendors, performers, visitors, and volunteers during events and provide guidance and support as needed.
- Work with the Manager of Public Events and Manager of Exhibitions to explore ways to engage the community through community-focused or exhibition-related events.
- Provide support to the Manager of Exhibitions as needed with exhibitions that have an accompanying event.
- Troubleshoot problems and be willing to jump in as needed to fill event-related roles in facilities, operations, or education.
- Keep up with trends in public events and research and/or attend other local public events for inspiration.
- Assist the Manager of Public Events with conducting post-event evaluation to improve quality and efficiency of event operations.
- Work with an awareness of surroundings in accordance with NEBG safety policy.
- Comply with provisions of the current Employee Handbook, all published personnel policies and job description requirements.
- Other duties as assigned.

Schedule

The Public Events Coordinator is an hourly, full-time position and is non-exempt from overtime. The standard work schedule for this position is 40 hours per week not including a daily 30-minute unpaid meal break. This position requires schedule flexibility and the ability to work regular weekends and evenings as needed. Outdoor and limited off-site work is required.

Interpersonal Relations

- Build working relationships and deal respectfully with a diverse community of volunteers, community partners, visitors, and staff while exercising cultural literacy and inclusion.
- Collaborate and follow up with other departments to plan, execute, and promote public events, and leverage the use of garden spaces, infrastructure, and plant collections during public events.
- Collaborate, communicate effectively verbally and in writing, and follow up with partner organizations and event participants, to acquire information needed for event planning and execution.
- Work collaboratively as a part of a team to achieve shared goals.
- Give and receive feedback and cooperate with staff to solve problems.
- Ability to independently solve problems and troubleshoot issues, escalating as necessary, while maintaining a calm and professional demeanor in challenging customer service situations.

Physical Demands / Working Conditions

- Must be able to lift 25 pounds and work outside in all weather conditions for up to four hours.
- 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.
- Must be able to sit or stand for four hours or more.

Note: Duties described above, other duties and physical demands have been identified as essential

functions as required by the Americans with Disabilities Act.

Qualifications

- High School diploma or equivalent.
- Two or more years of administrative, customer service, hospitality, event support, or other relevant job experience.
- One or more years of event coordination experience in a professional setting a plus.
- Experience tracking, compiling, and reporting data a plus.
- Aptitude for learning new software systems and proficiency in computer applications including Microsoft Office, Google Suite, experience with graphic design and web-based registration software a plus.
- Self-starter with the ability to think critically and strategically to anticipate and complete job tasks.
- Strong writing skills, attention to detail, and high standards for quality and accuracy.
- Highly organized with the demonstrated ability to coordinate and execute multiple projects at the same time to prioritize workflow and meet deadlines.
- Able to speak and write effectively to ensure functional communication with co-workers, community partners, performers, and vendors.
- Knowledge of current public garden and/or museum education practices and trends.
- Adaptable and flexible; can shift gears comfortably and embrace change.
- Commitment to New England Botanic Garden's mission and demonstrated interest in creating public events that inspire joy and foster a connection with plants and nature.