



EVENT SPECIALIST

ABOUT CAPE FEAR BOTANICAL GARDEN

Cape Fear Botanical Garden is a Fayetteville treasure and listed as one of the top 10 things to do while visiting Fayetteville. A result of a collaboration between staff and volunteers, Cape Fear Botanical Garden was started in 1989 and has grown to welcome over 65,000 visitors a year to its beautiful, peaceful and nurturing environment.

The mission of Cape Fear Botanical Garden is to people's relationship with plants and the natural world. We strive to educate our communities in the appreciation of nature and our environment.

SUMMARY

The part time **Event Specialist** is an enthusiastic team player who supports the Garden Event Coordinators while managing tours, appointments, and administrative tasks specific to the Events department. This position will require a hands on approach to closing procedures and maintaining the policies and requirements of the Garden's contracts during Private Event rentals. We also require this position to be bi-lingual to assist with our Spanish speaking clients.

PRIMARY RESPONSIBILITIES

- Reports to the Event Manager
- To serve as the liaison with Event Coordinators and clients with onsite meeting contact and during event contract times. This position is highly visible and represents the Garden as the premiere event venue in the Cape Fear region
- Schedule and verify on-property appointments for venue tours and bookings. Provide organizational and operational support to the Events Team
- Assist the Event Coordinators in managing all aspects of an event, including client interaction, record-keeping, and vendors
- Position will include evening and weekend hours per the needs of the Garden and Private Events. General schedule will consist of some weekday hours for appointments as needed and the expectation of working either a Saturday or Sunday most weeks for events as the event rentals dictate.
- Work within a CRM database for scheduling and tracking event information
- Collect and document pre- and post-event data and provide feedback to the Event Manager
- Collaborate with others in the Events department to research the competitive market, identify event opportunities, and help raise awareness and visibility of the Garden
- Welcome and acknowledge all guests according to Garden standards, anticipate and address guests service needs, assist individuals with disabilities, and thank guests with genuine appreciation
- Speak with others using clear and professional language, prepare and review written documents accurately and completely, and answer telephones using proper etiquette



- Work during Garden special public events (Boo-tanical, Holiday Lights, etc.) to include greeting guests, staffing game or candy stations, supporting holiday parties, etc.
- Attend departmental meetings and staff meetings where attendance is expected
- Speak English and Spanish proficiently to communicate with clients during tours, bookings, etc.
- Perform other duties as assigned

REQUIREMENTS AND SKILLS

- High School diploma
- 2+ years of documented professional experience in a preferred background such as event planning, business administration, sales or public relations
- Administrative skill set to include answering phone/email, record-keeping, scheduling, and inventory
- Flexible work schedule to include days, nights, weekends, and holidays. Attention to detail, excellent verbal/written communication skills, effective time management, and self-direction
- Ability to maintain a high degree of professionalism in a demanding, fast-paced work setting
- Positive attitude, image, and professional demeanor
- Work experience in a team setting
- Proficiency in Microsoft Office products
- Speak English and Spanish proficiently
- Willingness and capacity to learn private event software such as Tripleseat, Kenect, AllSeated, etc.
- Must have valid driver's license and be able to lift 50 lbs.

SALARY

- This position is available for hourly payment
- Potential growth opportunity

Cape Fear Botanical Garden does not discriminate against qualified individuals on the basis of their ability, age, color, creed, gender identity, genetic information, marital status, national origin, race, religion, sex, sexual orientation, or veteran status and abides by the Non-Discrimination Policy set in place by Cape Fear Botanical Garden.

Cape Fear Botanical Garden is a 501(c)(3) exempt nonprofit organization.

Job Type: Part-time 20 hours