Event Lead

**Department:** Hospitality Services  
**Supervisor:** Manager of Hospitality Services  
**Supervises:** N/A  
**FLSA Salary Classification:** On-Call  
**Availability:** Flexible schedule with heavy emphasis on evening and weekend work. On Call/As Needed. Number of hours varies based upon seasonality of Event Calendar.

**General Summary:** The Event Lead represents the Garden during events to ensure successful execution and excellent customer service of the client experience.

**Essential Duties:**
- Effectively interact with clients, caterers, wedding planners, etc. to ensure excellent customer service and an exceptional experience for clients at the Garden.
- Review and understand all event paperwork prior to shift to ensure seamless execution.
- Oversee vendor load-in and load out, including set-up; break down and cleanup of the event.
- Assist all event personnel, including the Garden’s maintenance, housekeeping and security staff.
- Responsible for the completion of event paperwork, incident reports, and the handling of any other issues pertaining to the event, vendors, safety of individuals attending, and the maintenance of the Garden facility from damage.
- Observe activities to ensure event is in compliance with Garden policies and monitor protection of Garden property.
- Work with vendors to ensure that all standards and rules of the Garden are followed during and after every event.
- Monitor event activities to ensure the client and event attendees are satisfied.
- Provide excellent customer service in meeting the needs and requests of clients.
- Work and interact professionally with all levels of management and staff of the Garden.

**Qualifications:**
- Requires a high school diploma or general education degree (GED).
- Must demonstrate personal maturity in handling problems and resolving conflicts.
- Effective at presenting information in one-on-one and small group situations to visitors, suppliers, clients, volunteers, and other employees of the organization.
- Must be able to work independently, as well as with a team.
- Able to apply common sense understanding to carry out detailed instructions furnished in written, oral or diagram form. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Excellent problem solving and customer service skills
Ability to perform basic mathematical functions such as adding and subtracting two digit numbers and to multiply and divide with 10’s and 100’s. Ability to perform these operations using units of American money and measurements.

Must demonstrate ability to coordinate, manage and perform job duties in a complete and organized manner.

Ability to read and comprehend general instructions, short correspondence, and memos. Ability to write general correspondence.

Ability to respond quickly and effectively to change.

Must be able to interact with the public and event staff in a professional manner.

Ability to function in a busy environment with multiple distractions in a professional and positive manner.

Must have access to reliable transportation and be able to report to work on a changing schedule, including weekends, evenings and holidays

Employee must attend and pass the Responsible Vendor Training program as prescribed by the Alabama Beverage Control Board.

Success Factors:

- Exemplifies the Garden’s Core Values.
- Demonstrates an earnest appreciation for the mission of the Garden and a genuine dedication to the Garden’s brand identity.
- Brings a positive attitude and strong work ethic to all tasks and activities.

Physical Demands and Work Environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Physical Demands: Requires physical activity: routinely requires the ability to lift up to 40+ lbs., standing and walking 90% of the time.
- Work Environment: While performing the duties of this job, the employee is regularly exposed to outdoor weather conditions. The employee is occasionally exposed to fumes or airborne particles. The noise level in the work environment can range from moderate to loud.
- Equipment: Ability to work A/V equipment, general office equipment and two-way radio.

Job descriptions are guidelines that attempt to characterize major duties and responsibilities of employees, and are subject to change as needs and programs change. At Huntsville Botanical Garden they are considered neither inclusive nor exclusive. It is expected that up to 20% of your duties may change annually.