

Director of Events Job Description

Position Purpose

Every position at Fort Worth Botanic Garden (FWBG) is important to the organization's success and contributes to the accomplishment of the strategic goals and, ultimately, achievement of its vision for the future. This role encompasses every employee's goal of engaging with colleagues, partners, and stakeholders in support of the organization's mission. Engagement includes participation on teams and committees, exerting extra effort to help the organization succeed, and investing time in the guest experience. Success in this position involves taking pride in working for this organization, committing to effective communication, being solution focused, and embracing a culture of positive change. FWBG is continuously working to build a culture where employees each work with an enthusiastic desire to contribute their skills, wisdom, and ideas towards their team's performance and to experience a sense of satisfaction in the important role they play.

Be a part of the Fort Worth Botanic Garden Leadership team and assist us in our pursuit to be treasured locally by engaging diverse audiences to visit the garden through engaging and memorable events. The Director of Events is a full-time exempt position, and is responsible for developing, coordinating, managing/ hosting presentations, large-scale social functions, product unveilings and launches, special events, fundraisers, and press events. This position handles event budget, logistics, and artist management. The Director of Events works with other departments and community partners to determine the needs for the function being planned: defining the goal for the event; determining if volunteer help or extra staff help is needed; projected attendance; and budget.

Principal Responsibilities/Duties/Functions/Tasks

- Manages the organizational, staffing, and operational activities for guest services in support of the FWBG. Responds to customer inquiries, concerns, and complaints.
- Serves as a link in the development and implementation of operational goals, objectives, policies, and priorities; works to achieve objectives; implements resulting policies and procedures.
- Identifies and executes opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; and implements improvements.
- In charge of monitoring and evaluating the quality, responsiveness, efficiency, and effectiveness of FWBG service delivery methods and procedures; works with employees on the continuous improvement of FWBG services.
- Develops and administers assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; and recommends adjustments when necessary. Upon supervisor approval, develops and monitors event budget and revenue.
- Directs staff assisting with events as needed and provides support to managerial staff.
- Manages community planning stakeholders, artisans, and is a liaison with the City of Fort Worth Public Arts department.
- Assists in the development and implementation of market concepts for events to supporters.
- Inspects identified site venue for safety and operational needs.

- Responsible for onsite management of events.
- Oversees and or coordinates special events throughout the garden.
- Creates and sustains productive relationships and negotiates contracts with event-related clients, vendors, companies, and supporters.
- Works closely with Operations, Education, Advancement, and inter-garden teams for event production.
- Works with supervisor to develop annual event calendars.
- Periodically assesses the competitive landscape and institutes changes to our event offerings in response to competitors' changes.
- Establishes strong relationship with Advancement to help solidify event sponsorships
- Work closely with the Volunteer department in defining special event volunteer roles including special event job descriptions by event.
- Participates in the planning, preparation, and filling of employee roles for various public events/exhibits hosted by the FWBG.

Supervisory Responsibility

- Manages assigned department staff, which includes prioritizing and assigning work; providing training necessary; engaging, evaluating, and developing staff, and doing staff recognition.
- Implements policies and procedures and trains staff based on ensuring campus is maintaining a healthy and safe working environment.
- Trains staff on events and operations; motivates guest service teams.
- Administers the work plan for staff assigned to guest services and activities; assigns and supervises work activities and projects; monitors workflow; reviews and evaluates work products, methods, and procedures; and meets with employees to identify and resolve issues and conflicts.
- May oversee activities of volunteers.

Position Type, Expected Hours of Work, Travel

This is a full-time position with regular work hours scheduled Saturday through Friday, between 8:00 a.m. and 10:00 p.m. Working on holidays may be required.

Flextime is a work schedule arrangement that may or may not be appropriate for this position.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets. This role also regularly interacts with the public. This position will also work outside during public exhibits/events in Texas climate conditions.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Position requires sedentary work involving sitting most of the time. Walking and standing are required only occasionally.

While performing the duties of this job, the employee is regularly required to talk or hear and use repetitive motions. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Employee typically exerts up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Special Position Requirements

Due to the job responsibilities that include financial transactions and confidential information for this position, a credit check may be conducted. FWBG complies with all applicable federal and state laws regarding the collection, storage, use and disposal of information obtained as part of the credit check. Employee must maintain a current Texas Driver's License and auto-related liability insurance.

Required Education and Experience

- HS Diploma/GED with at least six years of responsible event and guest service experience or a college degree with two years of administrative lead supervisory experience.
- Knowledge of operational characteristics, services, and activities of the FWBG customer service or similar program
- Knowledge of modern and complex principles and practices of customer service with experience overseeing and participating in the management of a comprehensive customer service program.
- Experience recommending and implementing goals and objectives for providing effective customer services.
- Experience supervising, directing, and coordinating the work of employees responsible for security.
- Experience selecting, training, evaluating, and developing employees, and engaging employees to achieve optimum performance levels.
- Experience successfully responding to requests and inquiries from the general public.
- Experience with computers and applicable software.
- Education in principles and procedures of customer billing and collections with experience overseeing customer billing and revenue collection activities.
- Education in principles and procedures of general record keeping.
- Experience circulating, implementing, and enforcing policies and procedures.
- Education in principles of department budget preparation and control.
- Education in principles and procedures of financial record keeping and reporting.

- Knowledge of pertinent Federal, State, and local laws, codes, and regulations.

Additional Eligibility Qualifications

- Leadership experience with proven ability to use it to motivate and energize staff to make proactive decisions and communicate with clients effectively.
- Excellent internal and external customer service skills.
- Ability to successfully establish and maintain effective working relationships within the community and the organization.
- Ability to communicate clearly and effectively, both orally and in writing.
- High project organizational, logistical, and management skills.
- Problem solving and conflict resolution skills.
- Business writing skills with experience preparing clear and concise reports.
- Ability to Interpret, explain, and enforce policies and procedures.
- Ability to analyze data to find trends in order to identify and resolve issues.

AAP/EEO Statement

FWBG is committed to a policy of equal employment opportunity. See Employee Handbook for policy.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

In the performance of their respective tasks and duties all employees are expected to know and abide by the **FWBG Core Values:**

Respect

- Treat all with kindness, dignity, and compassion.
- Invite other perspectives and encourage dialog.
- Recognize and celebrate contributions and efforts of others.

Integrity

- Be honest in all we do.
- Build trust by honoring our words through actions.
- Be responsible stewards of our resources: environment, people, collections, funding, and time.

Collaboration

- Combine our strengths to promote innovation and efficiency.
- Break through barriers by seeking opportunities to work with others.