



POSITION TITLE: Events Department Assistant

REPORTS TO: Director of Events

MISSION: Massachusetts Horticultural Society is dedicated to encouraging the science and practice of horticulture and to developing the public's enjoyment, appreciation, and understanding of plants and the environment.

MASSACHUSETTS HORTICULTURAL SOCIETY

Massachusetts Horticultural Society is a non-profit organization and our location, The Gardens at Elm Bank, in Wellesley is a busy event venue, in which we specialize in weddings. We also host many other social, corporate and non-profit events. We are looking for a part-time assistant to begin immediately. The event assistant will report directly to the Director of Events and will assist in the planning, coordinating, and execution of special events on the property. We are looking for a candidate who ideally has experience with these events, but we are willing to train the right candidate. The ideal candidate must be flexible and able to work a combination of days, evenings, and weekends.

POSITION OVERVIEW:

The role of this position is to assist the Director of Events with the basic operation of the functions department. This will include client interaction through inquiries, tours, and throughout the booking process. Furthermore, this position will include customer service once a client has booked including email, phone call, and in-person interactions. The assistant will execute walkthroughs with clients and perform a variety of tasks leading to the successful execution of events on the property.

Day-of-event service is also necessary including management of events on-site, ensuring policies and procedures are followed, customer service, problem solving, and tending to demands of the event, such as electricity, minor clean up, moving tables/chairs with caterers as needed, as well as being responsible for the safety and security of the site.

DUTIES AND RESPONSIBILITIES:

- Assist with the development and distribution of marketing materials, both digital and print.
- Assist with social media management for The Gardens at Elm Bank, Functions Department.
- Assist with the creation and maintenance of records applicable to all events.
- Interpret, apply and explain rules, policies and procedures to clients and vendors.
- Assist with the sales process for all clients including touring, follow-up, billing processes and related financial duties.
- Operate a variety of office and event equipment and a golf cart to conduct work.
- Attend and participate in assigned meetings and training sessions.
- Assist with set up and take down of events.
- Manage and supervise events independently.
- Train and provide work direction and guidance to volunteers, other event staff.
- Establish and maintain cooperative and effective working relationships with others.
- Comprehend and maintain compliance with all applicable health and safety regulations.
- Maintain and prepare reports.

REQUIRED QUALIFICATIONS & SKILLS:

- Experience working with wedding or event management, or related area.
- Success at effective communication, both oral and written, with staff, outside vendors and clients.
- Strong record-keeping and organizational skills.
- Computer skills including Microsoft Word and Excel.
- Must be personable and enjoy working with people using tact, patience and courtesy.
- Ability to solve minor cleaning and maintenance issues.
- Possession of a valid driver's license.
- Must be able to lift 25 pounds, bend and crouch.
- CORI check required.

DESIRABLE QUALITIES AND EXPERIENCE:

- Skill with social media management (Instagram, Pinterest, Facebook)
- Knowledge of 21st century marketing best practices, and promotional production techniques.
- Ability to think quickly to solve problems to meet customer needs.
- Work independently with little direction.

HOURS:

- December through March this position is a minimum of 20 hours per week, which increases to 30 to 40 hours per week April through November.

STATUS: Regular, part time employee, year-round

TO APPLY:

- Send resume and cover letter to ktosches@masshort.org