Job Description: Special Events Coordinator

Reports To: Special Events Manager
Status: Part-Time
Classification: Non-Exempt
Salary Grade: Hourly

About Us
Waterfront Botanical Gardens (WBG) is a vibrant and inclusive nonprofit organization devoted to connecting individuals with the splendor of the botanical world. Located in Louisville, Kentucky, WBG opened in 2019 and has developed approximately four of 23 total acres, which showcase a diverse array of plant collections and offer a peaceful urban oasis for visitors. At WBG, we are dedicated to providing exceptional educational experiences, fostering a deeper appreciation and understanding of plants, and contributing to a greener, more sustainable future for our community.

Role Summary
The Special Events Coordinator at WBG plays an essential role in the successful execution of a wide range of events, including Facility Rentals and WBG's Special Events. Reporting to the Special Events Manager, this position is responsible for coordinating event logistics, maintaining client communication, managing event schedules, and ensuring that each event runs smoothly. The Special Events Coordinator also collaborates with vendors, manages contracts, and provides exceptional customer service to clients. As a frontline, public-facing member of the team, the Special Events Coordinator is instrumental in positively representing the Gardens to new and returning guests. This role is integral to creating memorable experiences and upholding the mission and values of Waterfront Botanical Gardens.

Essential Duties and Responsibilities
- Event Coordination:
    - Work closely with the Special Events Manager to handle client communication, including phone calls, tours, contracts, payment schedules, event details, and vendor contracts.
    - Serves as a primary point of contact for clients, staff, and vendors, ensuring exceptional customer service and enforcing policies outlined in rental/vendor contracts.
    - Manage the event calendar, coordinating internal and external event reservations, and effectively scheduling the use of WBG facilities. This includes non-event related Photography Permit and Session requests.
    - Act as an on-site staff facilitator for both internal and external events, ensuring smooth event operations and addressing any issues that may arise.
    - Communicate regularly with the events and facilities team, event vendors, and deliveries to ensure effective coordination and timely execution of events.
- Facilities and Grounds Management:
    - Collaborate with the Facilities team to maintain equipment, furniture, and the physical space at WBG, ensuring a safe, clean, and functional environment.

    - Assist in the setup and removal of furniture for events as needed, ensuring proper arrangement and adherence to event requirements.
    - Work with the Facilities team to ensure that the rounds are safe and clean for guests during events and promptly returned to their best condition following events, including tasks such as blowing off sidewalks, sweeping, hosing, power washing, and more.
- Documentation and Administration:
    - Complete required documentation for internal and external events as directed by the Special Events Manager and Director of Marketing.
    - Maintain accurate and up-to-date records of client interactions, contracts, and event details.
    - Collaborate with the Special Events Manager to ensure all necessary documentation, such as contracts, payment schedules, and event specifications, are properly executed and organized.
- Additional Responsibilities:
    - Stay trained and up to date on all emergency procedures to ensure the safety of guests and staff during events.
    - Assist in other projects or duties as assigned to support the overall mission and goals of WBG.

Qualifications and Experience

- Degree in a relevant field or comparable work experience is preferred.
- 2-3 years of experience working in a team-oriented professional setting, preferably in event coordination, catering or related fields.
- Strong ability to collaborate and communicate with staff, vendors, and volunteers, fostering a cohesive and supportive team environment.
- Exceptional interpersonal skills to present a positive image of the organization and effectively engage with the community.
- Efficient and productive work style, utilizing limited resources effectively and maximizing productivity.
- Proficiency in Microsoft Office programs and general computer skills to effectively utilize technology in job responsibilities.
- Possession of a valid driver's license and an insurable driving record.

Supervisory Responsibilities

- This position does not have any supervisory responsibilities.

Physical Demands

- Must have the ability to stand, walk, sit, use hands to handle objects, reach, climb, balance, and talk or hear frequently throughout the workday.
- May occasionally be required to stoop, kneel, crouch, or crawl as necessary for event setup and coordination.
- Should be able to lift and move objects weighing up to 25 pounds to assist with event materials and equipment.

- Must have sufficient vision abilities, including close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus, to perform tasks and navigate event spaces effectively.

Work Environment

- Must be willing to work flexible hours, including evenings, holidays, and weekends as requested, to accommodate special events and meet organizational needs.
- Ability to meet required work hours and deadlines to ensure timely completion of tasks and event preparations.
- The role may involve exposure to varying work environments, including indoor and outdoor settings, and may be subject to environmental factors such as changing weather conditions, temperature fluctuations, and noise levels, while performing essential job functions.

The job description outlined above provides a general overview of the role's nature and level of work. It is not intended to encompass every responsibility, duty, or required skill associated with the position. This job description does not create a contractual agreement and does not modify the at-will employment relationship between the employee and the employer. The organization reserves the right to revise, modify, or amend any aspect of this job description as necessary and at its discretion.