



FACILITY EVENTS STAFF ASSISTANT

Manager:	Wedding & Private Events Coordinator		
Department:	Facility Events	Job Category:	Category 3
Location:	Henrico, VA	Travel Required:	No
Level/Salary Range:	L7	Exempt/Non-exempt:	Non-exempt
Contact:	Michele Whiteside facilityevents@lewisginter.org	Position Type:	Part Time Nights and weekends required Hours based on event schedule
Date Posted:	September 27, 2021	Posting Expires:	Until Filled

Garden Overview

Mission

Lewis Ginter Botanical Garden’s mission is connecting people through plants to improve communities.

Vision

Lewis Ginter Botanical Garden, including the Lewis Ginter Nature Reserve, reveals the unity and integration of human and plant life, celebrates the fundamental significance of the natural world, and enriches communities through horticultural and educational excellence and innovative outreach activities.

Values

Responsibility, Innovation, Integrity, Hospitality and Inspiration

Founded in 1984, Lewis Ginter Botanical Garden is a non-profit garden located in Richmond, Virginia’s Lakeside neighborhood. The Garden encompasses 82 acres, four lakes, 5,500 unique taxa of plants within 15 distinct outdoor gardens, 11 major buildings including a conservatory and greenhouse, plus an 80-acre branch site, the Lewis Ginter Nature Reserve. Annually, Lewis Ginter engages over 17,000 students in innovative and exciting education programs. This cadre of identified learners is just a fraction of the more than 400,000 annual visitors to the Garden. In recent years, the Garden has been honored with inclusion in several top ten lists for botanical gardens in North America.

Lewis Ginter Botanical Garden is an Equal Opportunity Employer. We do not discriminate on the ground of race, color, religion, sex, age, disability or national origin in the hiring, retention, or promotion of employees. We support the diversity and inclusion policy adopted by The American

**LEWIS
GINTER
BOTANICAL
GARDEN**

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lewisginter.org

Public Gardens Association: to create an equitable, diverse and inclusive culture where the contributions of all community members are valued, respected and appreciated.

Job Description

The Facility Events office coordinates over 300 events a year at the Garden in 12 different venues and gardens, which includes corporate/nonprofit clients as well as private events and weddings. Proceeds from facility rentals directly support the Garden's mission as being a primary resource for learning about the botanical world. This position demonstrates our core value of hospitality by ensuring that customer service is first and foremost. We achieve this by providing a welcoming and helpful experience to all guests, and demonstrating a positive and supportive environment for staff and volunteers.

Responsibilities and Requirements:

Event Coordination – Corporate/NonProfit/Private Events

- Liaison with client to insure room setup is correct and assist with any AV setup
- Direct guests to appropriate parking areas and event entrances.
- Greet and check-in guests and provide event and/or basic Garden information as needed.
- Assist late guests to venue and monitor venue for possible noise conflicts due to multiple events in the Garden.
- Liaison with Meriwether Godsey to insure all catering aspects are copasetic.

General Responsibilities

- Perform duties with an eye to the horticultural and educational mission of the Garden, and to preserving the beauty of the displays.
- Ensure all mishaps, injuries and incidents are reported immediately and ultimately in writing to supervisor and the Executive Director.
- Be vigilant to any possible threat to the safety of visitors, volunteers, and staff or to their property. Ensures all concerns are reported promptly.
- Follow procedures and protocols established by supervisor and the Garden, including those outlined in the Employee Handbook.
- Perform other duties as assigned by Executive Director, Facility Sales & Events Manager, Facility Events Coordinator or other supervisor on duty.

Skills and Abilities

- Excellent customer service and communications skills.
- Comfortable working face to face with guests.
- Presents oneself with a professional, yet friendly attitude and appearance.
- Ability to communicate effectively with people at all levels and in various settings via multiple communication tools.
- Must be articulate and a demonstrated self-starter.
- Proven ability to work in a team environment is required.
- Ability to understand and differentiate priority of job responsibilities and customer requests.
- Ability to multi-task in a fast-paced environment.
- Works well under pressure.
- Ability to problem solve quickly and report issues to supervisor immediately with accurate details and priority
- Ability to adapt to difficult situations and appropriately respond.

- Knowledgeable about facility rental terms and conditions, especially key terms that may affect multiple events.
- Willingly integrate work of department with the efforts of other departments (particularly guest/visitor services, operations, and catering).
- Make recommendations for facility rental event logistics.

Physical Demands / Working Conditions

- Must be able to work outdoors in most weather conditions
- Must be able to lift up to 25 pounds intermittently
- Must be able to walk quickly between all garden venues and walk or stand for long periods of time
- The position requires familiarity with all public areas of the 82-acre Garden property
Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act

Education and Experience

- High School Diploma or GED equivalent
- 1-2 years customer service experience in food service or hospitality field

Preferred:

- 2 years post high school education preferred
- General understanding of event coordination

Each Employee of Lewis Ginter

- Must comply with provisions of the current Employee Handbook, all published personnel policies and the requirements of their individual job descriptions
- Must perform all duties in a manner consistent with a public garden serving multigenerational families, and in accordance with directed practices and procedures o Must be aware of surroundings, and vigilant to any possible threat to the safety of visitors, volunteers, and staff or to their property and ensures all concerns are reported promptly
- Must report all mishaps, injuries and incidents immediately and ultimately in writing to supervisor(s) and to the Executive Director
- Must ensure compliance with all applicable federal and state laws and regulations
- Must perform other duties as assigned by supervisor

To apply, please send resume and cover letter to facilityevents@lewisginter.org