



Rental and Private Events Assistant

Department: Visitor Services

Supervisor: Rental and Private Events Manager

Schedule: Approx. 20 hours per week; nights and weekends

Hourly Rate: \$15.00 per hour

Summary

Ijams Nature Center hosts many private events each year including weddings, birthday parties, fundraisers, festivals, races, corporate retreats and more. Reporting to the Rental and Private Events Manager, the Rental and Private Events Assistant position ensures that the clients and guests of these events respect the grounds/venues, that all the details of the event run smoothly, and most importantly, that the clients and guests enjoy their time at Ijams. The Rental and Private Events Assistant will assist the Rental and Private Events Manager to ensure event details are clear, will help with staff scheduling, and will be the onsite staff in charge of the event from start to finish.

This is a part-time (approx 20 hours per week), year round position that has variable hours depending on event needs; most shifts will occur on nights and weekends.

Duties and Responsibilities

- Work directly with the Rentals and Private Events Manager to help organize details of each event, coordinate/supervise/help schedule event attendants, and be the lead on the day of the event to ensure that the event runs smoothly.
- Will meet with clients along with the Rentals and Private Events Manager before the event to go over the event schedule and make sure all details are clear for all involved.
- Prepare facilities before the event by arranging tables/chairs, vacuuming, cleaning, etc., and ensuring that there are adequate supplies for the event, such as toilet paper, table linens, trash bags, any add-ons, etc.
- Open and close buildings, facilities and outdoor venues, including setting security alarms and operating parking lights.
- Welcome guests as they enter the nature center and assist with parking and directions to their venue.
- Operate projectors, sound systems, computers and other event features.
- Safely maintain fires in pits and fireplaces.
- Answer questions from guests and provide directions. At least one attendant must be in the rented area to handle any questions or problems that may arise.
- Complete trash and recycling runs for the venue at the end of each event.
- Ensure that renters adhere to the terms of the Ijams Rental Agreement. Ensure that guests practice environment friendly habits while on the grounds and obey rules during events.

- Assist renters in decorating, setting up rented items and cleaning up as needed.
- Assist bartenders by clearing trash, prepping stations, assisting with spills, etc.
- Ensure that the venue is clear of all decorations, supplies and trash following each event, and ensure that the venue/grounds did not suffer damage due to the event.
- Work on event evaluations to gather data on what went well, what we need to improve on, and the overall outlook of Ijams that clients have.
- Collect and manage photos from rental events that can be used for marketing purposes.
- Lead birthday party events as needed, which includes: set up of the birthday room, greeting guests, showing Ijams animal ambassadors, leading short nature walks, etc.
- May occasionally help with upkeep at the wedding site which includes: weeding garden walkways, mulching, small painting projects, etc.

Events

- Coordinate, manage, and help schedule Permit Programs for outside vendors.
- Fill in as event staff at Ijams public events produced by the Visitor Services Director such as, music nights, movie nights and fundraisers as needed.
- Bartend for rentals, special events, quarry, etc as needed.

Front Desk/Gift Shop/Concessions/Quarry/Point-of-Sale System (POS)

- In the event of front desk staff absences, staff front desk.
- Open and close building(s) as required.
- Open POS and prepare a cash drawer prior to opening Visitor Center unless front desk staff/Visitor Services Manager have already done so—on an as needed basis.
- Reconcile cash drawer each day at close of business and put money in safe for bank deposit as needed.
- Other duties as assigned

Desired Skills and Abilities

- The ideal candidate will be mature, responsible, detail-oriented, proactive and able to represent the nature center in a friendly and enthusiastic manner.
- Must be ok with working with children and handling animals in birthday party situations.
- Working knowledge of computers and computer software including word processing, email, spreadsheets, and modern office practices and procedures.
- Ability to work in the Ijams POS system.
- Excellent written/oral communication and customer service skills.
- Experience operating and troubleshooting basic audio/visual equipment.
- Ability to multitask while maintaining attention to detail.
- Ability to deal with difficult people and situations in a calm, professional manner, as well as, make decisions quickly.
- Flexibility, the ability to problem solve, and a sense of humor.
- Ability to work irregular hours, shifts or weekends as required.
- Ability to work independently as well as part of a team.
- Familiarity with social media and marketing.
- Interest in environmental education or related fields is preferred, but not required.

Qualifications

- This position requires 1+ years of professional event and/or wedding planning and coordination experience including rental/event and vendor contract administration (preferably in museum, hotel or restaurant management), or equivalent experience clearly demonstrating skill sets applicable to these areas.

Other Requirements

- Ability to pass training class and hold a current ABC Card issued by the Tennessee Alcohol and Beverage Commission

Physical Requirements

- Must be able to lift and carry or otherwise move up to 50 pounds.
- Must be able to traverse safely over uneven or irregular terrain while moving tables, chairs, coolers, etc.
- Must be able to work in outdoor environments in all weather conditions.

About Ijams Nature Center

Ijams Nature Center is a nonprofit nature center located on the banks of the Tennessee River near Knoxville's urban center. Its mission is to encourage stewardship of the natural world by providing an urban greenspace for people to learn about and enjoy the outdoors through engaging experiences. Ijams Nature Center manages 318 acres of land with more than 12 miles of trails, a large Visitor Center, Mead's Quarry lake, mountain biking trails, river access, gardens, and much more. People of all ages attend educational programs, including school field trips, family programs, summer camps, and adult workshops. Ijams Nature Center partners with Knox County and the City of Knoxville as well as with multiple agencies to provide outstanding educational offerings. Visit the Ijams website at ijams.org for current program information.

Equal Opportunity Employment

Ijams Nature Center is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion, ethnicity, sexual orientation, gender identity, age, national origin, mental or physical disability, veteran status, or any other status or condition protected by applicable state or federal laws. These anti-discrimination policies also apply to volunteers and program recipients. Ijams Nature Center provides reasonable accommodations to all applicants and employees. Applicants with disabilities may request reasonable accommodation at any point in the employment process.

To Apply

Send resume, cover letter, and three references (*will not be contacted without notice*) to Katie Brittian, Rentals Manager, at kbrittian@ijams.org. The **deadline** to apply is **March 4, 2024**.