



Events & Guest Relations Director

Job Description

Job Purpose

Pittsburgh Botanic Garden is a unique cultural amenity for the city built upon 460 acres of reclaimed mine land that *Inspires People to Grow*. The Garden features inspirational displays of gardens, horticultural and environmental education, and research into regional botanical, ecological remediation and conservation issues. The Garden is committed to taking a leadership role in the stewardship of the natural world and healthy ecosystems.

Responsibilities

The Events and Guest Relations Director is responsible for the oversight of both private rental events and non-fundraising public community events as well as guest relations functions. Included in this area of responsibility are admissions, group visit coordination, retail sales, private rentals, corporate rentals, and non-fundraising events. The full-time salaried position is responsible for delivering yearly earned revenue goals by generating and expanding events, admissions and gift shop sales.

In addition, the Event and Guest Relations Director will:

- work collaboratively with the marketing department to drive visitation
- interface with clients, caterers, rental companies, etc.
- supervise the Private Events Manager, Event and Guest Relations Associates, custodians and security staff
- report directly to the Executive Director
- understand the Garden's values, history, culture, traditions, communities, programs, personalities, constituencies and governance structure
- understand the base of financial support and the short and long-term funding requirements and strategies of all segments of the organization
- create effective reports that both inform staff leadership and board volunteers of progress and challenges
- develop strong relationships with and secure the trust and confidence of the Executive Director and Board

Experience and Qualifications

The ideal candidate must have more than seven years of experience in event management and guest services. We seek a person with excellent planning, communication and extremely friendly interpersonal skills including the ability to: be a staff leader who builds and manages the Garden's front line staff; work in a multi-disciplinary team environment; maintain productive relationships with board members, staff, foundations, donors, volunteers and other stakeholders; build new relationships throughout the community benefitting the Garden; possess excellent verbal and written communication skills, and the ability to communicate with tact and diplomacy.

The candidate will have the ability to utilize data in goal setting and strategy measurement and demonstrate management-level familiarity with Blackbaud's Altru & Financial Edge software or equivalent. They must have previous experience working in non-profit environments at public gardens, museums or related organizations. Candidate must be able to demonstrate team building and organizational skills, a record of completing assignments, and successful experience in developing guest experiences.

WORK CONDITIONS

- Primarily indoor work conditions with occasional outdoor work at events
- Accommodate a flexible work schedule that includes weekday, evening, weekend and holiday availability. Most private rentals take place Friday – Sunday.
- Evening work for Board meetings and weekend work for major Garden events
- Must be able to lift up to 40 pounds and traverse moderate sites

EQUAL OPPORTUNITY EMPLOYER

Pittsburgh Botanic Garden is committed to creating an inclusive and diverse workforce by encouraging candidates from diverse backgrounds to apply.

SUBMISSION REQUIREMENTS

Email submissions only. Please send cover letter, resume, salary requirements and three professional references to kkaiser@pittsburghbotanicgarden.org. All candidate submissions should be combined in a single PDF with applicant's name in the file name. Please do not include information in email text, but include important information for consideration in cover letter content.

February 24, 2017