



Job Opening: Venue Manager

April 2024

POSITION SUMMARY

The Venue Manager at Mount Pisgah Arboretum is responsible for all aspects of the venue rental program, including but not limited to conducting tours for potential clients and selling event dates, maintaining and developing best practices for booking administration, research, planning and implementation of social media and other marketing of venue, working with clients to ensure events run smoothly and observe Arboretum guidelines, physical ability to set up and clean all of the furniture needed to support up to 3 events per weekend, initiating facilities maintenance and improvement projects, hiring and oversight of seasonal assistants, and tasks related to 2 annual Arboretum-wide festivals. The Venue Manager will work independently and as part of a team, supporting overarching Arboretum goals and integrating the venue rental program wherever an opportunity arises.

ABOUT MOUNT PISGAH ARBORETUM

At Mount Pisgah Arboretum, we believe that the more people are inspired to learn about and engage with the natural world, the more we will all honor and preserve it for future generations. Established in 1973, our mission is to engage people with nature through interactive learning and stewardship. The Arboretum maintains 209 acres of diverse natural habitats. Our seven miles of family-friendly trails are open free to the public and feature dynamic and interactive exhibits. The Arboretum's nature education programs serve thousands of children and adults. Our events venue hosts dozens of private celebrations and community events as well as our two large annual festivals. The Arboretum's small staff works as a close-knit team to advance our common goals.

Mount Pisgah Arboretum is a resource for the whole community, and promoting diversity, equity and inclusion is key to achieving our vision. We seek diverse perspectives throughout the organization, and we do not discriminate on the basis of race, color, religion, gender, sexual orientation, age, marital status, national origin, mental or physical disability, or any other legally protected status. If you think you have the skills we're looking for we encourage you to apply.

PRIMARY DUTIES

- Provide excellent customer service through digital, written and verbal communications
- Schedule and conduct tours, site reviews, planning meetings and rehearsals
- Create and manage timelines for events (financial, planning milestone, day-of logistics)
- Properly track all details of bookings in calendar, billing, and database systems
- Create, review and update all related literature, emails, and contracts
- Create and update client policies related to booking and event activities and contribute to broader organizational policy development when applicable
- Conduct annual market research and make business recommendations
- Identify and initiate potential partnerships with other industry leaders to further marketing reach
- Attend networking events and trade shows as time allows
- Manage all weddings Social Media accounts, increasing posting and reach to passively market venue

Required Qualifications

- Sincere belief in the mission and future of Mount Pisgah Arboretum
- Outstanding interpersonal skills, including superb written and verbal communication

- 4+ years of customer-focused service experience
- Ability to clearly communicate rules and expectations and monitor compliance while maintaining a kind and service-oriented demeanor
- Experience tracking and adhering to multiple deadlines at once
- Strong organizational skills and attention to detail under pressure
- Familiarity and experience using social media for marketing
- Solid computer skills including database and Office suite, and ability to learn new programs
- Understanding of business principles, particularly those that relate to reputation management, operational efficiency, and marketing
- Able to practically problem-solve while remaining calm under pressure
- Be punctual and able to stick to a timeline
- Able to stand and walk for 8 hours, set up furniture, occasionally lift up to 50 pounds, and work in various outdoor weather conditions
- Able to work both independently and as part of a team
- Able to work Wednesday – Sunday for most of the year
- Initiative to recognize and take advantage of opportunities
- Interest in nature and a desire to promote a positive impact on the park
- Enjoy weddings and events!

Desired Qualifications

- Experience with event management/assistant management, particularly for private venues hosting milestone events
- Past experience working or volunteering for a nonprofit
- Knowledge of conflict resolution principles and strategies
- Experience overseeing/managing assistant positions
- Spanish language proficiency

This position is approximately 36 hours a week with benefits. Compensation will begin at \$22/hr*. Benefits include employer-paid health insurance; a SIMPLE IRA retirement plan with a 3% employer contribution after one year; paid vacation and sick leave, as well as nine paid holidays per year; one of the most beautiful work settings you can find; and a strong and supportive team of co-workers embraced by a strong, supportive community. *A salaried compensation is also an alternative payment option, if desired, up to \$41,000/year.

To apply please email a cover letter and resume to jobs@mountpisgaharboretum.org with the word “Venue Manager” in the subject line by midnight on May 3rd, 2024.

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job. If you are interested in applying, we encourage you to think broadly about your background and qualifications for the role.

Principals only. Recruiters, please don't contact this job poster. Please, no phone calls about this job.