

Events Department Team Member

Position Summary

The Events Department Team Member is responsible for supporting the planning, setup, execution, and breakdown of public events, private rentals, educational programs, festivals, and other special events. This position requires a dependable, energetic, and customer-focused individual who enjoys working in a fast-paced, outdoor environment. Flexibility is essential, as the schedule includes evenings, weekends, holidays, and other hours based on the event's calendar.

Essential Duties and Responsibilities

Event Setup and Operations

- Set up and break down event spaces, including tents, tables, chairs, signage, décor, fencing, and other event equipment.
- Load, unload, transport, and organize event supplies and materials.
- Prepare indoor and outdoor event venues according to event and exhibits layouts and timelines.
- Ensure event spaces are clean, safe, and guest-ready before each event.
- Assist with event operations during public events, private rentals, and special programs.
- Respond to event-day needs and resolve operational issues in a professional and timely manner.
- Restore event spaces and equipment to their proper locations following each event.

Inventory and Equipment Management

- Create, maintain, and update a detailed inventory of event equipment, decorations, signage, furniture, and other event-related assets.
- Ensure all event equipment is properly stored, organized, and secured after each use.
- Conduct regular inspections to ensure equipment is clean, safe, and in good working conditions.
- Report damaged or missing equipment immediately and assist with repair or replacement recommendations.

Vendor and Client Coordination

- Communicate professionally with vendors, contractors, clients, and other event partners before and during events.
- Coordinate vendor arrivals, setup locations, and operational needs to ensure smooth event execution.
- Collaborate with the Events team and other departments to ensure the venue meets all client requirements and expectations.

Volunteer Supervision

- Assist with , training, assigning, and supervising volunteers during events.
- Provide volunteers with clear instructions and ensure they are following event procedures and safety guidelines.
- Serve as a resource for volunteers throughout the event and promote a positive team environment.

Teamwork and Customer Service

- Work independently with minimal supervision while managing multiple priorities.
- Collaborate effectively as part of a team to achieve successful event outcomes.
- Demonstrate excellent communication, organizational, and problem-solving skills.
- Provide exceptional customer service to guests, clients, vendors, volunteers, and staff.
- Perform other event-related duties and special projects as assigned.
- Special Duties and other activities as assigned by the Special Events Coordinator

Qualifications

- High school diploma or equivalent required; related experience in events, hospitality, recreation, or customer service is preferred.
- Strong organizational, communication, and interpersonal skills.
- Ability to multitask and adapt to changing priorities in a fast-paced environment.
- Ability to communicate professionally with vendors, clients, volunteers, and coworkers.
- Ability to work independently as well as collaboratively within a team.
- Experience supervising or coordinating volunteers is preferred.
- Reliable, dependable, and punctual with a positive attitude.
- Bilingual a plus

Physical Requirements

- Must be able to work outdoors for extended periods in varying weather conditions, including heat, humidity, rain, and cold.
- Must be able to stand and walk for prolonged periods throughout the workday.
- Must be able to frequently bend, kneel, squat, climb ladders, push, pull, and reach.
- Must be able to lift, carry, and move up to 50 pounds safely.
- Must be able to set up and dismantle tents, tables, chairs, and other event equipment.

Work Schedule

- Must be available to work evenings, nights, weekends, and holidays as required by the event schedule.
- Flexible schedule required based on operational and event needs.
- MINIMUM 15 evenings required in November/December during Winter Wonderland event. Daytime schedule shifts to accommodate these evening shifts

Working Conditions

This position requires frequent outdoor work and involves physical labor throughout the day. Employees will regularly work around large crowds, vendors, volunteers, event equipment, and wildlife. The ability to remain professional, adaptable, and safety-conscious in a dynamic environment is essential.

Disclaimer: The duties and responsibilities listed above are intended to describe the general nature of the position and are not intended to be an exhaustive list of all tasks. Management reserves the right to assign additional responsibilities as needed to meet organizational and operational requirements.