



Special Event Coordinator

Department: Visitor Services

Supervisor: Visitor Services Director

Schedule: Part-Time (approximately 20-30 hours per week); nights and weekends.

Hourly Rate: \$18-\$20 per hour

Summary

Ijams Nature Center hosts many large scale public events as well as numerous small workshops and classes each year including movie nights, music festivals, comedy shows, fundraisers, creative series classes, personal health workshops and more. Reporting to the Visitor Services Director, the Special Event Coordinator position will assist with planning, organizing, and executing a variety of events that engage the community and support the Ijams Nature Center's mission. This position requires exceptional organizational skills, creativity, and the ability to manage multiple tasks simultaneously. The ideal candidate is passionate about event management and community engagement, with a talent for event planning and logistics. Their main objective is to help to make sure that all the details of the event run smoothly, and most importantly, that guests enjoy their time at Ijams. The Special Event Coordinator will assist the Visitor Services Director 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, year round position that has variable hours depending on event needs; most shifts will occur on Friday nights and weekends.

Duties and Responsibilities

Special Event Duties:

- Work directly with the Visitor Services Director to help organize details of each event, coordinate/help schedule event attendants, and be the lead on the day of the event to ensure that the event runs smoothly.
- 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, etc.
- Assist with training all event's volunteers with what is needed for their shifts.
- Open and close buildings, facilities and outdoor venues, including setting security alarms and operating parking lot lights.
- Set up event details: check in areas, opening tills for gate and bars, gates for security, trash and recycling bins, sound systems, etc.
- Operate projectors, sound systems, computers and other event features.
- Answer questions from guests and provide directions as needed.
- Complete trash and recycling runs for the venue at the end of each event.
- Ensure that guests practice environment friendly habits while on the grounds and obey rules during events.
- 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.

- Help manage photos from events and log them into the photo database with proper labels.
- Collect fees from food vendors at the end of events where applicable.
- Assist in scheduling events like Take Action, Creative Series, Health Workshops, etc, as needed.
- May need to fill in as a bartender for events/quarry as needed.
- Help create and post content for special events for marketing and promotional purposes.

Visitor Relations and Customer Service

- Provide excellent customer service by welcoming visitors, answering questions, and offering information about the nature center, trails, programs, and exhibits.
- Handle complaints or conflicts in a professional and timely manner, escalating issues as necessary to the Visitor Services Director.
- Promote a positive visitor experience and encourage repeat visits.

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

- In the event of front desk staff absences, staff front desk.
- Ring up gift shop sales, help guests with trail directions, prep concession items, etc.
- Assist with parking pass and membership information for guests daily.
- Answer calls- process call needs and forward them as necessary.
- Reconcile cash drawer each day at close of business and put money in safe for bank deposit as needed.

Other duties as assigned.

Qualifications

The ideal candidate must be responsible, proactive and comfortable in and around large groups of people. Excellent customer service skills are required. Ijams is looking for a friendly and enthusiastic individual to join the Visitor Services team. Qualified candidates must be at least 18 years old and would ideally have:

- 1+ years of professional event experience including rental/event or equivalent experience clearly demonstrating skill sets applicable to these areas.
- At least 1+ year customer service experience.
- 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.
- Ability to pass training class and hold a current ABC Card issued by the Tennessee Alcohol and Beverage Commission.
- Familiarity with social media and marketing.
- Interest in environmental education or related fields is preferred, but not required.
- Bachelor's degree preferred, but not required.
- Ability to lift up to 40 pounds.
- Valid driver's license.

In addition, the following is preferred, but not required:

- Knowledge of food service standards.

- Interest in environmental education.
- Comfortable with large-scale events.
- Knowledge of Ijams trails and facilities.
- Current ABC Card issued by the Tennessee Alcohol and Beverage Commission (or the ability to get ABC card if needed).

Physical Requirements

- Must be able to lift and carry or otherwise move up to 40 pounds.
- Must be able to traverse safely over uneven or irregular terrain.
- Must be able to work safely and effectively in outdoor environments in all weather conditions.
- Must be able to outfit yourself in proper clothing/gear to work in outdoor environments in the event of rain, snow, wind, high pollen count, heat, etc.
- Must be able to see and respond appropriately to potentially dangerous situations.

This position will spend about 15% of the time in usual office conditions and approximately 85% of the time running events and being on your feet in indoor or outdoor situations.

Compensation/Benefits

The starting pay for this position is between \$18-\$20 per hour. Compensation is based on qualifications and experience. Other benefits include an Ijams gift shop discount, free paddleboard and kayak rentals at Meads Quarry, and one free Navitat experience based on availability.

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 Sarah Brobst, Visitor Services Director at sbrobst@ijams.org. Position open until filled.