

Winter Events Supervisor

Our mission: We garden to create, share and apply plant wisdom in our world.

Job Summary

The San Diego Botanic Garden is looking for two highly organized and experienced Winter Event Supervisors to oversee the operational success of our premier nighttime holiday event, running from mid-November through early January. These two supervisory roles will work collaboratively and split the 41 night schedule which is anticipated to welcome over 125,000 guests. The ideal candidates will serve as the primary on-site leaders, ensuring a seamless and exceptional experience for all visitors.

The Winter Event Coordinator reports to the Director of Engagement and Membership Services to fulfill their job requirements, execute the event, and deliver excellent guest experiences. This is a non-exempt position that requires working on evenings and weekends. Hourly rate: \$25/hour.

Essential Functions

- **Event Operations:** Directly oversee all nightly operations, including guest flow, safety protocols, and general event logistics.
- **Team Leadership:** Coordinate with and supervise various teams, including SDBG staff, volunteers, and external contractors for security, EMTs, and catering.
- **Staff and Volunteer Management:** Lead the on-site training and administration of event staff and volunteers, ensuring all teams are prepared and equipped to execute their roles effectively.
- **Problem-Solving:** Act as the first point of contact for any on-site issues, addressing challenges swiftly and professionally to maintain event continuity and guest satisfaction.
- **Cross-Functional Coordination:** Serve as a key liaison between various SDBG departments (facilities, marketing, and guest services) and the Lightscape Partner Manager, to ensure a cohesive and well-supported event.

Compensation

- **Salary: \$25/ hr.**
- **Seasonal / hourly non-exempt / On-site (Encinitas, CA)**
- **Benefits:**
 - Employee Assistance Program
 - Employee discount
 - 1 Year Garden Family Membership for employee + 3 additional adults/children

Additional Duties Include

- Perform routine site and equipment inspections for safety as needed.
- Work alongside Guest Services on customer service-related needs during events.
- Regularly communicate feedback about the event to their Supervisor.
- Coordinate logistics with volunteers nightly and give direction, accept feedback and provide guidance on event operations.
- Assist with timely and accurate event recaps.
- Assist Guest Services during busy times with guest entry, payments, troubleshooting visitor services issues as needed.

Education and Experience

- High School Diploma
- Minimum two years experience working on project teams, particularly involved with events such as performances, exhibitions and small festivals that involve selling and serving refreshments and coordinating other teams to provide ticket sales and promote the event.
- Proven ability to work with event managers, security, parking management and diverse vendors.

Work Environment

- Ability to work night shifts, weekends and holidays.
- Frequent shifts standing, walking, driving electric carts, and being outdoors during the event.
- Possess a valid drivers license
- Pass a background check.

Required Skills

- Strong organizational, time management, oral and written communications skills.
- Exceptional customer service skills, with the ability to interact effectively with Garden visitors, donors, members, volunteers and staff at all levels.
- Motivated, energetic team player able to prioritize and work independently.
- Reliable and flexible, able to perform well under stressful situations.



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Physical Requirements

- Ability to perform light physical work including helping move equipment, tables, chairs, linen, furniture and signage
- Ability to lift up to 30 lbs
- Ability to work full shifts with extensive walking, lifting, etc., as needed.

SDBG Diversity Statement

San Diego Botanic Garden is committed to creating, maintaining and growing a welcoming and inclusive environment. Just as our natural world relies on plant diversity, we believe that cultivating diversity amongst our staff and volunteers contributes to a flourishing Garden. We are dedicated to ongoing conversations as we celebrate and support the unique attributes of all people.