Position Overview
The Education and Events Assistant plays a vital support role on the weekends and evenings helping to implement and supervise educational programs and public events (in-person and virtual). The Assistant will work in cooperation with other Tower Hill staff to make sure all weekend and evening offerings are successful and an excellent experience for participants. Tower Hill Botanic Garden runs over 500 youth and adult education programs a year and a variety of events such as opening weekends for exhibits, plant shows, beer gardens, and festivals. The Assistant reports to the Manager of Adult Education and works closely with the Manager of Youth Education and the Education and Events Coordinator.

Schedule
The Assistant position is paid on an hourly basis and is non-exempt from overtime. Hours will vary each week depending on the program and event schedule. Anticipate 5-16 hours each week on evenings and/or the weekend. Schedule will be set monthly with the Manager of Adult Education based on program schedule and the assistant’s availability.

Responsibilities

Educational Programs
• Prior to the instructor’s arrival make sure everything is ready for the program including room set up, supplies, equipment, and any other instructor needs.
• Once the instructor arrives assist them with anything they need to prepare for the class such as setting up their classroom, making copies, etc.
• At the beginning of a program assist the instructor with checking in the registrants.
• Troubleshoot any issues as they arise before and during the program.
• Communicate with Visitor Services staff and the Manager on Duty about programs.
• For online programs, facilitate workshops by greeting instructor and participants, and managing tech during the program.
• In emergency situations assist with the implementation of our emergency action plan.
Education and Events Assistant

Public Events
• Work with the Education and Events Coordinator to implement public events.
• Prior to the event assist with making sure everything is ready including tables and chairs are in needed locations, equipment is set up, vendor needs are prepped, and other duties as assigned.
• When applicable, assist with the set up and break down of event décor and activities.
• Act as a point person, direct, and assist event partners including plant societies, organizations, vendors, instructors, etc.
• Facilitate activities associated with the events.
• Monitor event guests and vendors to ensure compliance with Garden policies.
• Troubleshoot problems, as necessary.
• In emergency situations assist with the implementation of our emergency action plan.

Other
• Complete educational related projects, as assigned, when there are no programs or public events happening.
• Perform additional duties and responsibilities as assigned.

Education and Experience
• High School diploma or GED
• Demonstrated experience in a front-facing customer service position.
• Experience managing projects or events is desirable.
• First Aid and CPR certification is a plus.
• Audio visual equipment knowledge is a highly desired.

Leadership and Interpersonal Relations
• Strong interpersonal skills with the ability to communicate well in writing and in person.
• Able to change plans and comfortably shift gears when needed.
• Ability to troubleshoot issues quickly and explain the solutions to the people involved.
• Able to understand and interact effectively with people from other cultures.
• Demonstrates a positive attitude and is an ambassador for Tower Hill Botanic Garden.
• Responsible, reliable, and punctual.
• Able to work independently and as a part of a team.
• Able to work well under pressure in a fast-paced environment.

Physical Demands / Working Conditions:
• Must be able to lift 35 pounds.
• Must be able to work in an outdoor environment in all seasons and weather conditions.
• Must be able to bend, squat, kneel, stand, and walk for extended periods of time and to navigate uneven grounds and stairs evenly.
• Must be able to use standard communications equipment and office technology.

Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.