

Title:	Event Assistant Lead
Department:	Event Sales and Planning
Reports To:	Event Planners/Director of Event Sales and Planning
Classification:	Full-time/Annual, Hourly/Non-exempt
Pay Rate:	\$17.00 per hour
Work Schedule:	Varies; includes nights and weekends
Benefit Package:	Full benefit package provided; health benefits 100% premium paid by IslandWood; (medical, dental, vision, life, LTD), HSA, Flex, 401k, 3 weeks paid vacation

Overview:

IslandWood provides exceptional learning experiences to inspire lifelong environmental and community stewardship; our 250-acre campus is located on Bainbridge Island. The Event Assistant lead is responsible for day-of management of event details required for smooth operations of conferences, retreats, auctions, special events, and community programs at IslandWood to ensure an exceptional customer experience. This position supervises the team of Event Assistants, providing support with training, scheduling and ongoing development.

Responsibilities:

- Provides lead coverage for event delivery, often on weekends and evening.
- Hires, trains, and supervises Event Assistants.
- Works with Event Planners and schedules Event Assistants to ensure adequate coverage for events.
- Develops and manages written training protocols for the Event Assistant team, including onboarding, ongoing training, and core competencies.
- Coordinates with Event Assistants on site to delegate, prioritize, and accomplish delivery tasks that fulfill the customer experience, as well as the needs of IslandWood onsite delivery teams.
- Coordinates on-site changes and event details with guests and internal teams to ensure a safe, exceptional experience for all.
- Ensures that meeting spaces and lodging are ready and available for guests as scheduled.
- Monitors that delivery tasks scheduled on function sheets are fulfilled per client and guest needs.
- Checks in with guests, hospitality services, and the kitchen to make sure operations are running as scheduled and communicates changes in a timely manner that upholds quality delivery.
- Knowledgeable about general operations and emergency procedures required when guests are onsite. Ability to make initial assessment in an emergency or contact the appropriate party on the IslandWood emergency contact list or outside agency (911).
- Operational knowledge of key components required for programs when other staff are not available (gate codes, keys, security system, AV operations, phone needs, timers on heating and ventilation units, etc.)
- Knowledge of EventPro to access calendar and update group information.
- Assists in coordinating pre-event procedures; welcome notes, signs, keys, registration and marketing materials, rooming lists, etc., with necessary departments in a timely manner.
- Completes other tasks and special projects as assigned by the Event Planners.

JOB OPPORTUNITY

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Required Qualifications:

- Minimum 2 years of experience in administrative, operations, facility or event related roles.
- Excellent communication, interpersonal, and supervisory skills.
- Ability to take initiative, prioritize and delegate tasks; excellent time-management, problem- prevention, and problem-solving skills.
- Ability to work collaboratively and respectfully within a team; represent all perspectives when resolving operational challenges.
- Solid computer skills and knowledge of Microsoft Office; ability to work on a variety of software programs as trained.
- Dependable and punctual.
- Friendly and professional customer service, clear communication, and interpersonal skills.
- Demonstrate IslandWood's core values that enable teams and individuals to succeed with shared respect and purpose.
- Support IslandWood's strategic plan to expand our mission and impact, and commitment to mission, vision, values and goals of IslandWood.
- Commitment to support IslandWood's work towards equity, diversity and inclusion in the workplace.
- Must be able to comply with and maintain a drug-free work environment.
- Must pass child safety screening procedure; post-offer.

Application Requirements:

Please submit a cover letter, resume and two current references **OR** an [Application for Employment](#)

By email to: employment@islandwood.org and please state "Search for EAL" in the email subject line.

By mail to: IslandWood, Search for EAL, 4450 Blakely Avenue NE, Bainbridge Island, WA 98110

Note: Application forms are available on our website at www.islandwood.org in English and Spanish.

Position Posted: 08 November 2019

Application Deadline: Open until filled

Start Date: January 2020

IslandWood is an Equal Opportunity Employer and welcomes applications from qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, pregnancy, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws. We encourage diverse applicants because we believe having a staff that authentically reflects the community we serve is critical to our ability to be culturally responsive.