



EVENT CONCIERGE

DEFINITION: Under direction from the Director of Facilities and Hospitality, Event Concierges provide supplemental support in the execution of Parklands events. This position works independently and as part of a team within The Parklands serving as an event host for special events at Parklands indoor and outdoor rental facilities. The position works early mornings, late nights and weekends/holidays. This is an hourly, part-time position with irregular hours that increase seasonally.

DISTINGUISHING CHARACTERISTICS: The Event Concierge position is distinguished from other positions in that it provides the full, front-line customer service interface for The Parklands. This position is expected to inspect rental sites prior to group arrival, direct groups, leaders, guests and vendors as needed through events, and provide event support and event documentation for staff.

REPRESENTATIVE DUTIES:

- Answer phone calls, provide Parklands information, take messages, and route calls
- Maintain database with group information
- Prepare and place needed signage
- Assist with event layout/ setup of facilities as needed
- Serve as a host during indoor and outdoor events
- Conduct tours of the facilities and explains guidelines for rental
- Undertake all necessary training
- Other duties as assigned by Director of Facilities and Hospitality

DESIRABLE QUALIFICATIONS:

Minimum Requirements:

- Microsoft Office software
- Knowledge of event booking software a plus
- Two years of front line customer or hospitality service

Additional Requirements:

- Work independently in all weather conditions
- Ability to work with the public
- Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record
- Must be able to lift 40 pounds and move easily in an indoor or outdoor setting, with regular work in outdoor conditions that lack environmental controls
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift
- Ability to satisfactorily complete First Aid/CPR training
- Ability to pass a background check

EXPERIENCE AND EDUCATION:

Two years of college is preferred. High school diploma or the equivalent with adequate experience can be substituted.

ABOUT THE PARKLANDS OF FLOYDS FORK:

The Parklands of Floyds Fork is a systemic, world-class addition to Louisville's park system that includes four major parks linked by a park drive, a first-rate urban trail system, and a remarkable water trail, all tracing Floyds Fork, a classic Kentucky stream. Ongoing maintenance and operations are funded solely through private donations and an endowment fund. This public/private project is a unique and truly city-shaping model. This is the largest fully funded non-profit park system in the nation. Learn more at www.theparklands.org.

WORK SCHEDULE:

This is a part-time, hourly position starting at \$14.00 per hour in a fun, energetic work environment. Typical workdays are evening/ weekend dates; Fridays, Saturdays and Sundays. Position should average 12-25 hours per week of work. Individuals in these positions will receive the opportunity to be considered for full-time positions with The Parklands team.

APPLY:

To apply, send your resume to Event Concierge Search, The Parklands of Floyds Fork, 471 West Main, Suite 202, Louisville, KY 40202, or e-mail to careers@21cparks.org. Please, no phone calls. Applications will be accepted until positions are filled. Any recommended applicants for hire must pass a background check. For more information on The Parklands: www.theparklands.org