



Production Specialist: Radiant Nature

The Houston Botanic Garden is seeking a Production Specialist to manage the operations of the annual lantern festival *Radiant Nature* from planning and performances to load-out. The candidate will also support the Deputy Director of Operations and Visitor Services and the Visitor Services Manager on other Keystone Productions. The ideal candidate is organized, attentive, detail oriented, demonstrates strong problem-solving skills, is skilled in developing relationships both internally and externally, and desires to work in a dynamic organization in a stage of rapid growth.

Main Job Responsibilities:

- Serve as the Production Lead for the Garden venue during the 14-week run of Radiant Nature, supervising back-of-house production and ticket window staff and liaising with staffing leads including custodial, parking, security and trail stewards.
- Manage contractor accounts for equipment and services related to Radiant Nature.
- Serve as a ticketing and customer support specialist for Radiant Nature sales.
- Collaborate with and assist other departments with Radiant Nature related tasks.
- Coordinate facilities requests for exhibition load-in and out, and special events associated with Radiant Nature.
- Provide additional support as needed for processing ticket orders and troubleshooting admissions questions during run of show.
- Gather festival data and feedback to analyze for improvements and provide updates to leadership team.
- Ensure the Garden is properly cleared and secured at closing.
- Assist the Deputy Director of Operations & Visitor Services and Visitor Services Manager with production logistics for multiple events throughout the year.
- Act as a positive ambassador for the Garden at all times.
- Maintain safe and welcoming environment for all visitors.

Qualifications and Experience Requirements:

- Experience working in some field of events or arts production.
- Excellent customer service skills

- Proficiency with Office software and ability to learn ticketing and POS software (Tessitura and Shopify)
- Capable of lifting 40 lb. weights (tables, boxes, etc.)
- Flexibility to work events at varying times.

Schedule and Salary:

- Full-Time, Thu-Mon – evenings required during run of show (Nov-Feb)
- \$45,000/yr. plus benefits

Application Procedure:

Interested candidates should send a resume and cover letter to hr@hbg.org. We will contact those candidates who most closely match our requirements.

Thank you for your interest!