Radiant Nature: Production Assistant

The mission of the **Houston Botanic Garden** is to enrich life through discovery, education, and the conservation of plants and the natural environment. HBG opened in the fall of 2020 and strives to inspire all people to love plants and be good stewards of the natural world. The gardens include a global garden with arid, sub-tropical, and tropical plants; a culinary garden with permanent and seasonal displays; a family garden centered around a lagoon; a woodland event garden; wetlands; and a coastal prairie on a 132-acre site.

Radiant Nature, in partnership with **Tianyu Arts & Culture, Inc.**, is a Chinese lantern festival that features more than 50 larger-than-life installations and interactive displays set among the gardens and natural ecosystems of the Houston Botanic Garden. The event showcases the beauty of nature and celebrates the promise of the Lunar New Year in a spectacular way. It runs from **November through February**.

The Garden is seeking a seasonal **Production Assistant** who will report to the Production Supervisor. The ideal candidate is passionate about customer service, has experience in retail or box office sales and event management, demonstrates strong communication, critical thinking, and problem-solving skills, and is eager to work in a dynamic organization experiencing rapid growth.

Main Job Responsibilities:

Transportation & Cart Operations:

- Safely operate 8-passenger golf carts and other approved site vehicles to transport staff, vendors, performers, sponsors, and guests throughout the event.
- Maintain awareness of pedestrian traffic and adhere to all garden safety procedures.
- Conduct daily vehicle inspections and promptly report maintenance or safety concerns.
- Assist passengers with loading and unloading as needed.

Food & Beverage Support:

- Operate food service carts and assist with the distribution of food, beverages, supplies, and event materials.
- Support catering, concessions, and hospitality operations during event hours.
- Ensure carts and service areas remain clean, organized, and stocked.
- Follow all food safety and site operational guidelines.

Steward & Guest Services:

- Welcome guests and provide a friendly, professional, and informative presence throughout the event.
- Assist attendees with directions, event schedules, venue information, accessibility needs, and general inquiries.
- Monitor assigned areas to help maintain a safe, clean, and enjoyable environment for all participants.
- Support crowd management efforts, pedestrian flow, queue lines, and entry or exit points.

- Identify and report safety hazards, operational concerns, or guest incidents to event leadership.
- Support vendors, sponsors, exhibitors, and production teams with basic operational needs.
- Serve as a communication link between guests and event management.
- Uphold Radiant Events' commitment to safety, hospitality, and operational excellence while representing the organization in a positive manner.

Qualifications and Experience Requirements:

- High school diploma or equivalent required.
- Minimum of 1 year work experience in a customer-facing role; event experience preferred.
- Excellent interpersonal and communication skills with diverse audiences.
- Must work well with others and be able to collaborate effectively with all staff.
- Comfortable working with large crowds.
- Skilled at working in a fast-paced environment while managing multiple tasks.
- Ability to remain calm and handle conflicts with tact and courtesy.
- Food Handler and TABC certifications are preferred. The garden can provide access to Food Handler and TABC training courses for team members who require certification for their assigned role.
- Strong problem-solving skills to address visitor issues and emergencies effectively.
- Sound judgment in performing responsibilities.
- Ability to work in outdoor weather conditions, including heat, cold, wind, rain and humidity.
- Capable of lifting event items (e.g., chairs, boxes, signs) up to 40 lbs.
- Willingness to work flexible hours, including evenings, weekends, and holidays, and adapt to changing conditions.
- Position subject to passing a criminal background check.

Schedule and Salary:

- Hourly wage of $15.00/hour.
- Seasonal, hourly position.
- Must be available to work evenings, weekends, and holidays during the event period.

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!