



Events and Facility Relations Specialist

[The Water Tower \(TWT\)](#), a nonprofit water innovation and research center in Buford, GA, is currently seeking a dynamic individual to join our growing team as an **Events and Facility Relations Specialist**. If you are a people-person passionate about executing high-impact events and fostering a welcoming working environment, we want to hear from you!

Mission

The mission of TWT is to be a hub for water industry solutions that foster a thriving community and environment, while providing world-class resources and infrastructure. In this role, you will be instrumental in advancing TWT's mission by growing our ecosystem of collaboration and ultimately serving the water community nationwide by providing a forum to engage and connect.

Position Overview

The Events and Facility Relations Specialist will be responsible for overseeing all aspects of event coordination for TWT-hosted and co-hosted events, managing relationships with external organizations renting TWT's facilities, and ensuring a welcoming and well-maintained environment for TWT's tenants.

Duties and Responsibilities

The Events and Facility Relations Specialist will be responsible for the following, including other duties as assigned to support TWT's mission:

1. Event Planning and Execution

- Plan and execute logistics for a variety of TWT-hosted and co-hosted events, including workshops, conferences, networking sessions, fundraisers, and training seminars
- Develop and manage event strategies to anticipate attendee needs and provide a professional and impactful experience, including event themes, schedules, budgets, and logistics
- Develop and maintain relationships with key event partners and stakeholders to ensure successful event outcomes
- Coordinate event logistics such as setup and tear down operations, catering, AV setup, staffing, entertainment, vendor management, volunteer coordination, and décor
- Work closely with the engagement team and other internal teams (research, workforce, etc.) to ensure alignment with organizational goals
- Work closely with the TWT Marketing and Communications Specialist to manage the preparation and distribution of event materials (invitations, programs, signage, etc.)

2. Facility Rental Coordination

- Serve as the primary point of contact for external organizations interested in renting TWT's event, co-working, and R&D spaces and manage all aspects of event and facility rentals, including contract preparation, payment tracking, scheduling, setup and breakdown assistance, onsite coverage, cleanup and trash removal, etc.
- Managing TWT's technology systems for events including AV systems, rental payment portals and tracking, event data tracking, digital event signage, scheduling, etc.



- Coordinate tours and respond to inquiries regarding venue availability, pricing, and amenities
- Ensure that external events align with TWT's mission and policies while providing a high level of customer care and support
- Provide on-site management during events and troubleshoot any issues that arise on the day of the event, including managing technical issues and addressing attendee needs to ensure smooth operations during events

3. Tenant Relations

- Serve as the primary point of contact for TWT's business and co-working tenants, addressing tenant needs, and playing a key role in enhancing tenant satisfaction to promote a positive community environment
- Maintaining shared spaces such as the Water Cooler break room, kitchenette, wellness room, etc. to ensure a clean, comfortable, and welcoming environment for tenants
- Manage tenant engagement activities and organize appreciation events to foster positive relationships with tenants

Preferred Qualifications

- Enthusiastic, proactive, and motivated individual with excellent organizational, analytical, communication, and customer care skills
- Ability to adapt to constantly changing demands and a fast-paced work environment
- Prior experience with event planning/execution and customer care
- Ability to work on site in Buford, Georgia, with availability to work evenings and weekends
- Ability to manage physical components of events (walking, moving, lifting up to 30 pounds, etc.) such as room furniture arrangements, waste management, and food/drink management.
- Ideal candidate must be a strategic thinker, detail oriented, proactive, flexible, and professional

Requirements

- Two- or four-year degree in hospitality, communications, or relevant field (3+ years of professional comparable experience may replace degree requirement)
- One year relevant experience in professional event planning and execution

Additional Information

This opportunity is a full time, 40 hours per week salaried position. The compensation range for the position is \$45,000-50,000 annually based on educational background and professional experience. The Water Tower offers a comprehensive benefit package through TriNet, with several options for medical, dental, and vision insurance. The primary work location will be at The Water Tower, with the option for one remote workday per week. **Due to the nature of this position, evenings and weekend work is required.**

Apply

To apply for this position, please send your resume and cover letter to kristan@theh2otower.org. This position announcement will close on January 15, 2025.