



The Oaks

Event Manager

Thank you for your interest in The Oaks!

Nestled on 240 acres in the Ballena Valley and located only an hour outside of San Diego and two hours from Los Angeles, The Oaks is a 40 bedroom retreat center, hosting private rentals and Oaks programming throughout the year. Guests enjoy our modern accommodations, customized experiences, healing hospitality and creative spaces designed exclusively to create, rest, connect, and celebrate.

We are looking for people that have the unique combination of humility, hard work, intelligence, kindness, commitment, creativity, and adventure. Our team is full of well-rounded, friendly, caring, talented, and fun individuals. Because the retreat industry is a 24/7 business, we offer flexible work schedules and a variety of different tasks throughout your shift.

At The Oaks, you will meet fascinating people, eavesdrop on some of the most amazing workshops, see life transformation, and have a ton of fun! We want you to bring your full self, your passions and your spirit to The Oaks!

All applicants must reside within driving distance to The Oaks and provide their own transportation.

The Oaks
27430 Golden Eagle Rd
Ramona, CA 92065
www.OaksCenter.com

Event Managers are responsible for ensuring a great guest experience for groups and individuals visiting The Oaks. They will act as the primary go between and property representative during events under the direction of The Oaks Event Coordinator/Director of Operations.



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Tasks include, but are not limited to:

Pre-arrival

- As available/needed, join the final planning call with all parties to go over event logistics.
- Confirm if meals are provided or not. If so, make sure dietary restrictions are reported.
- Work with Oaks Event Coordinator to review any last minute logistics and arrival time.
- If requested, prep any pre-arrival materials.
- Set the property (heat, gate, lights, final room check).

Arrival

- Assist with check in/check out, greeting guests and escorting to room and parking, as needed.
- Confirm waivers are being signed.

During Event

- Support the group coordinator in ensuring the entire event runs according to schedule and always aware of the schedule two hours ahead to ensure everything is set up and on time.
- Provide A/V support for lectures, as needed.
- Staff Corner Store and Coffee Shop as requested.
- Remain visible at the check in desk, cafe, or Corner Store.
- Curate, set up, clean up and execute with The Oaks team all enhanced experiences, as appropriate. (yoga, trail rides, massage, s'mores, hayride, check in/out, parking, wine tasting, coffee, fire pits, store, pie, instacart, etc).
- Replenish snacks, coffee, as needed.
- Maintain oversight over property (doors are closed, bathrooms are tidy, pillows fluffed, etc).
- Report any property maintenance issues immediately.
- Check in regularly with the group coordinator, especially before leaving for the evening.
- Support the culinary team to ensure a great culinary experience and food is on time, etc.
- Provide outstanding guest services support (welcome, providing directions, toiletries, getting to know guests) and anticipate guest needs and exceed them whenever possible.
- Provide overnight on-call guest support as needed.
- Work as a team with any additional interns, event hosts or volunteers.
- Turn in any receipts (instacart, pie, wine) in a timely manner.
- Troubleshoot any unpleasant group/guest experience with Oaks Event Coordinator immediately.
- Capture any photos or videos of events and send them to the Marketing team.



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Departure

- Do a final walk through with Oaks Event Coordinator and/or Group Coordinator.
- Collect keys.
- Report any damages.
- Turn in any lost and found.
- Reset check in office.
- Clean any coffee pots or dispose of any food.
- Make note of any low inventory with the Event Manager in charge of inventory.
- Help reset the property.
- Shut down property and do final walk through (close gate, doors, turn off HVAC, close windows, etc.).
- Confirm everyone is off campus before leaving.

Property support

- Check for trash (empty with trash truck)
- Make sure umbrellas are down
- Move heaters/umbrellas if it is windy
- Make sure lights are off
- Wipe down surfaces / reset rooms when needed
- Check that coffee is full, snacks are stocked. Doors are closed.
- Music in rooms is at the right volume
- Reset property chairs, blankets, etc

Other tasks:

- Attend staff meetings as available.
- Turn in scheduling requests in a timely manner.
- Report accurate and timely record of hours in time tracking system.

COMPENSATION:

Flexible working hours.

Salary Range \$19-\$20/hour