



Title: Venue Assistant

Reports to: Events Manager

Location: Zilker Park, Austin, TX

Type: Part-Time

Rate: \$18.00/hour or \$200 flat rate for overnight shift 7pm-8am

About Austin Sunshine Camps (ASC)

The mission of ASC is to provide the magic of overnight camp without the barrier of cost. We envision a world where all children have a place to grow, connect, and explore. Since 1928, ASC has provided free, fun-filled overnight summer camp programs for children by partnering with families who face barriers to accessing such programs.

ASC offers overnight camp programs during the summer, spring break, and winter break. Our overnight camps are accredited by the American Camp Association (ACA), which represents the industry's highest standard. Each year, we provide overnight camp to 760 children ages 8 to 15. Our 8 to 11-year-olds attend our Zilker Camp in Zilker Park and our 12 to 15-year-olds attend our Lake Travis Camp in Marble Falls. They swim, canoe, hike, learn new skills, create crafts, make music, and much more.

During the school year, we engage with our camper families through seasonal programs and events. These programs deepen relationships with families and increase access to the life-changing experience of camp.

About This Position

When Zilker Lodge is not being used for summer camp programming, we rent our facility for private events to the public as a source of earned revenue. Every dollar spent renting the Lodge goes back to help us achieve our mission.

The Venue Assistant is on the ground during events, supporting renters with questions about our facility. You'll support vendors with their facility needs and you'll support guests navigating Zilker Park during guest arrival. This is primarily a "doing" and "executing" role centered around exceptional customer service.

Rentals typically run late August through early May with September, October, November, March and April our busiest months.

Your Impact

- **Guest Experience & Customer Service:** Act as the main point of contact for our facility and grounds during events, providing high-level customer service to rental clients and event guests to ensure each customer has an exceptional experience.
- **Event Logistics & Execution:** Hands-on oversight of event operations, including event communication, facility preparation, cleaning, and parking coordination.
- **Vendor Relations:** Develop and maintain strong on-site relationships with external vendors.
- **Solutions Operations:** Act as a real-time problem solver during events, responding quickly, calmly, and effectively to immediate customer needs and logistical pain points under pressure.

Who You Are

- **Mission-Driven:** You believe deeply in removing barriers for youth and creating inclusive spaces. You are excited that your hard work directly funds camp magic.
- **Professional & Relationally-Minded:** You communicate with warmth and clarity, possessing exceptional interpersonal skills that allow you to build fast, positive relationships with customers and vendors on site.
- **Composed Under Pressure:** You are able to handle stress, remain calm, and think critically when unexpected issues pop up during live events.
- **Self-Directed & Organized:** You are highly organized, self-motivated, and comfortable executing plans independently without constant oversight.

Requirements

- **Experience:** Prior experience in events, in-person customer service, or food service roles.
- **Background Check:** Ability to pass a National Enhanced Criminal Background Check.
- **Physical/Logistical:** Must be able to work a flexible schedule, primarily consisting of evenings and weekends. (Availability for overnights is preferred but not required).
 - Must have reliable transportation.
 - Must be able to stand for long periods of time.
 - Must be able to lift up to 35 lbs.