



## Job Description for Event Operations Manager

### About Kimone's Cake Art Studio

Kimone's Cake Art Studio was established in 2019 from our love for creating edible art. What began as a hobby grew into a custom cake business and now we focus on premium dessert experiences. We create moments that bring people together, through our mobile Luxe Dessert Bar, hands-on classes, curated dessert displays, and branded corporate gifts. We've been featured in Essence magazine, on TV via the Black News Channel and even earned 1st Place recognition at the Coffee, Chocolate & Culture event in Miramar. Now we're building a team to help us continue to deliver beautiful displays, memorable classes, and reliable event service across South Florida.

### Who We Are Looking For

As the Event Operations Manager, you'll play a central role in bringing our dessert experiences to life; whether it's a weekend pop-up shop, a mobile dessert bar event, or a hands-on decorating class. This is a customer-facing role where you become the on-site representative of our brand, creating a smooth, enjoyable experience for guests at every event.

You'll handle a mix of responsibilities that keep our setups running seamlessly: assisting guests, answering questions, managing the flow of the event, handling point-of-sale transactions when needed, organizing materials for classes, and ensuring each display or station looks polished and inviting. Your eye for detail, calm energy, and ability to adapt quickly will be key in maintaining order and delivering a high-quality experience.

You'll also support operational tasks like restocking supplies, monitoring inventory for events, keeping the space tidy, and coordinating with the team during busy moments. Whether you're helping participants in a decorating class, guiding guests at the mobile dessert bar, or managing the table at a pop-up shop, your work directly contributes to the success of every event.

This is a 1099 subcontractor opportunity for someone who enjoys fast-paced environments, solving problems on the spot, and connecting with people. If you love events, have great communication skills, and take pride in creating smooth, enjoyable experiences for guests, this role will be a great fit.

## What Your Responsibilities Will Include

### Event Setup & Breakdown

- Prepare and organize all items needed for pop-up shops, dessert bar events, and hands-on classes
- Set up tables, displays, signage, equipment, and materials according to brand standards
- Arrange desserts, toppings, packaging, utensils, and décor for a polished and visually appealing presentation
- Ensure all class stations are fully stocked with tools, icing bags and decorating supplies
- Break down all setups efficiently after each event, ensuring the area is left clean and organized
- Safely pack equipment, leftover inventory, and supplies for transport

### Guest Experience & Customer Interaction

- Greet guests warmly and guide them through their dessert experience
- Assist customers with questions about products, ingredients, flavor options, or event activities
- Support participants during hands-on classes by helping them set up their workspace and offering step-by-step assistance when needed
- Facilitate a smooth flow at mobile dessert bars by managing lines, explaining topping choices, and ensuring quick service
- Maintain a positive, friendly, and professional demeanor at all times

### On-Site Operations & Event Flow

- Monitor traffic and adjust the event setup as needed to maintain smooth movement and accessibility
- Communicate real-time updates or challenges to the owner and address needs during peak times
- Ensure desserts and supplies are refilled as needed throughout the event
- Troubleshoot small issues (equipment placement, supply shortages, guest flow challenges) promptly and calmly
- Keep the event area clean, organized, and visually appealing throughout the entire shift

### Point-of-Sale & Transaction Management

- Operate point-of-sale systems when applicable at pop-up shops or retail-style events
- Greet and assist customers and process purchases accurately and efficiently
- Handle all transactions and ensure proper documentation of sales
- Provide product information, recommendations, and assistance to customers
- Promote special offers, discounts, and promotions to customers to drive sales
- Collaborate with team members to achieve sales targets and meet operational goals

## **Inventory & Supply Coordination**

- Monitor on-site inventory of desserts, toppings, class materials, and supplies
- Monitor inventory levels and assist with stock replenishment as needed
- Communicate low-stock alerts to the team to prevent shortages during events
- Assist with post-event inventory counts
- Restock tables or dessert bar stations to maintain consistent presentation

## **Brand Standards & Presentation**

- Ensure every display, table, cart, and class setup reflects the company's visual and service standards
- Follow presentation guidelines for dessert arrangements, topping stations, and class layouts
- Maintain a clean and professional appearance as the on-site representative of the brand

## **Team Collaboration**

- Work closely with other team members to create a seamless guest experience
- Support the owner and kitchen team by communicating feedback, event needs, or customer insights
- Assist in promoting add-ons, class sign-ups, or upcoming events when appropriate

## **Qualifications for this Position:**

- This is a 1099 independent contractor position. Candidates must be eligible to work as a subcontractor and responsible for their own taxes, insurance and coverage.
- Previous experience in events, hospitality, retail, or customer-facing roles is highly preferred.
- Strong verbal and written communication skills, friendly interpersonal skills, and the ability to engage comfortably with both small groups and large crowds.
- Ability to confidently guide guests through dessert bar stations and assist participants during decorating classes.
- Ability to identify opportunities to upsell or cross-sell products or upcoming classes in a natural way.
- Strong attention to detail and organizational abilities, especially in maintaining clean, polished setups and visually appealing displays.
- Excellent time management skills with the ability to handle multiple tasks at once and stay composed in a fast-paced environment.
- Capable of working independently, taking initiative, and solving on-site challenges quickly and calmly and demonstrating self-motivation.
- Flexibility in scheduling and availability to work weekends, evenings, and holiday weekends depending on event schedules.
- Proven ability to succeed in a fast-paced environment.
- Reliable, punctual, and committed to maintaining professional standards at all events.
- Physically able to lift and move event equipment, desserts, supplies, and décor (typically 15–30 lbs).

- Reliable transportation is required for traveling to event locations all across South Florida (Palm Beach, Broward & Miami).
- A positive attitude, teamwork mindset, and genuine enjoyment of interacting with guests and creating smooth event experiences.

### Schedule for this Position

- This is a 1099 independent contractor role with flexible, event-based scheduling.
- Hours vary depending on pop-up shops, corporate events, dessert bar activations, and hands-on classes.
- Most pop-up events occur on weekends; most corporate events occur during the weekdays or evening assignments.
- Holiday weekends and peak seasons may require additional availability.
- Contractors must be able to arrive early for setup and stay through full breakdown.
- Schedules are shared in advance, and you'll have the opportunity to accept or decline assignments based on your availability.

### Perks & Special Benefits for You

- Competitive pay based on experience and performance, ensuring you're compensated fairly for the impact you bring to each event.
- Flexible scheduling that allows you to accept assignments based on your availability.
- Free desserts during select events and a complimentary celebration cake for your birthday.
- Exclusive contractor discounts on our products for your own celebrations, gifting, or personal enjoyment.
- Opportunities for growth, including the chance to take on new responsibilities, learn new skills, and step into expanded roles as the company continues to evolve
- Comprehensive training and ongoing development to help you feel confident and supported in your role.
- Supportive and inclusive work environment where your contributions are valued, recognized, and appreciated.
- Participation in community-driven initiatives and charitable projects that align with the values of our brand.
- Early access to menu tastings and involvement in event-related creative planning.

**How to Apply:** To apply for this Event Operations Manager position, please complete the application form via the link below and submit your resume along with three professional references. We look forward to reviewing your information and considering you for this exciting opportunity to join our team!

**Apply Here: [Event Operations Management Position](#)**