

# the Columbia Museum of ART

**Title:** Special Events Staff

**Reports to:** Directly to the Special Events Manager and indirectly to the Special Events Assistant

**Purpose:** To support the Special Events Department in the execution of internal and external events for the Columbia Museum of Art

**Responsibilities:** Under the direction of the Special Events Manager, Special Events Assistant, or Event Lead on duty – assist with setup and breakdown of events, perform event roles as assigned before, during, and/or after events (including serving alcohol), facilitate an excellent guest experience at all times

**Primary Responsibilities include but are not limited to:**

- Greet guests warmly and genuinely, contributing to the museum's inclusive environment
- Provide excellent customer service at all times, before, during, and after events, assisting with guests' needs as they arise and as directed
- Maintain working knowledge of the museum's events, current and future exhibitions, membership, and general information to communicate to guests and rental clients
- Actively participate in and contribute to successful internal and external events, under the direction of the Special Events Manager, Special Events Assistant, or Event Lead on duty for each event
- Monitor event space during events to anticipate needs and prevent problems
- Wear a walkie talkie and earpiece at all times during events (including set up and breakdown), respond promptly to any communication, and use the walkie talkie in a professional manner at all times
- Communicate any issues or client requests clearly and quickly to appropriate staff and event manager
- Think creatively and problem-solve in the moment to support event manager
- Maintain positive attitude and go above and beyond to make event guests comfortable and welcome
- Duties for any event may include, but are not limited to: participating in event set up, greeting guests at the door, counting and recording event attendance, managing coat check, bussing tables, cleaning spills or areas of the museum impacted by the event, and participating in event breakdown
- Duties specific to internal events and programs may include, but are not limited to: checking IDs, serving alcohol and tending bar, setting up bars for event, cleaning up bars from event, taking inventory of alcohol, handling cash or card transactions according to CMA procedures, handling drink tickets, and supporting check in
- Participate in projects (such as cleaning, organization, inventory, etc.) as needed and as directed/assigned
- Attend Special Events Team trainings or Front Line Staff meetings as required
- Maintain museum's professional standards of conduct at all times and in all communications with clients, museum guests, board members, donors, and other museum staff
- Be an advocate for the museum at all times, including in the community at large

**Job Type:** This is a temporary, part-time, non-exempt position scheduled as needed, not to exceed 29 hours per week. Primarily nights and weekends, varies per week. No hours are guaranteed each week. Must be 21(+) years of age to handle alcohol. Must be able to lift up to 50lbs.

**Knowledge and Experience:** Experience in the service industry, facility operations, events, or retail helpful. Experience working as part of a team, excellent customer service and communication skills required.

**Skills and Abilities:** Be a positive, confident employee and an advocate for the museum. Interact with people from all backgrounds in a clear, courteous, and respectful way. Be a highly motivated team player who is enthusiastic and proactive, and who thrives in a very fast-paced environment. Should have a passion for the job and the museum, and be creative, innovative, agile, and vibrant. Possess a strong sense of urgency, priority, and follow-through. Maintain a consistently professional appearance. Work independently, anticipate needs, and manage multiple tasks and assignments simultaneously. Be able to work collegially with staff across departments to achieve common objectives. Discretion and sound judgment are required. Maintain the highest professional and ethical standards.

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To apply – please submit your current resume, answer the following questions, and fill out your availability below.

Please send your responses to [rentals@columbiamuseum.org](mailto:rentals@columbiamuseum.org). Thank you!

Why do you want to join the Columbia Museum of Art? And specifically the Special Events Team?

What does creating an inclusive environment mean to you?

Describe a time you offered a client excellent customer service. What do you think makes for great customer service?

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**Availability:**

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning 8am-12pm							
Afternoon 12-5pm							
Evening 5-11pm							
Would you be able to start an evening shift as early as 4pm? <b>Y N</b>	If yes, on which days? <b>S M T W Th F S</b>						
Anything else we should know?							