

Title: Special Events Assistant

Reports to: Special Events Manager

Purpose: To assist in promoting, selling, and managing the museum's facilities event rental program

Responsibilities: Provide support for the Special Events Manager, assisting with administrative tasks including event inquiries, scheduling, contracts, and billing. Also assist with event execution and planning, and supervision of part-time staff as directed. Support sales to meet annual revenue goals for venue rentals and corporate memberships.

Supervisory Duties: Supervise part-time event staff at specific events, as directed.

Primary Responsibilities include but are not limited to:

Administration (40%)

- Serve as primary contact for all event inquiries, up to and including scheduling walkthroughs for the Special Events Manager, and participating in or leading walkthroughs when necessary
- Manage rental information forms, prepare for walkthroughs and meetings as necessary
- Schedule event holds on the master calendar, communicate with clients and update as 2-week hold comes to an end
- Enter rentals and payments into group sales in Altru, and update as necessary
- Enter interactions and contacts into Altru in a timely manner
- Manage records on the shared drive, including contracts, memos, and payment receipts
- Assist the Special Events Manager with admin and planning for internal events, including submitting check requests, purchase orders, and RFPs

Events (40%)

- Manage specific events, including setup and breakdown, coordinate event timelines, and work with vendors and facilities/maintenance staff

- Offer clients excellent customer service in all communications before, during, and after events
- Work with the Special Events Manager to train part-time event staff as needed
- Supervise part-time event staff as directed, at specific events or as part of an event managed by the Special Events Manager
- Manage inventory (including alcohol) before and after events, and monitor stock of event supplies
- Record attendance numbers

Promoting, Selling, and Cultivating (20%)

- Provide communication and customer service at a consistently excellent level to both external and internal clients
- Attend internal and external meetings as deemed necessary or as assigned, and work as a team with other museum staff
- Identify, research, and pitch new prospects for rentals and vendor or community partnerships, participate in cultivation and solicitation
- Consider rental contacts, both inquiries and confirmed, for membership and donor cultivation
- Meet goals for rental sales, sponsorships and corporate memberships each fiscal year
- Attend community and networking events as necessary to build relationships and promote the museum

Job Type: This is a full-time, non-exempt position not to exceed 40 hours per week. A flexible work schedule, including evening and weekend availability, is required. Must be able to lift up to 50lbs.

Knowledge and Experience: Knowledge of facility operations, event planning, sales management, accounting, marketing, or administration helpful. Experience working as part of a team, strong verbal and written communication skills, professional appearance, and excellent organization and customer service skills required.

Skills and Abilities: Be a positive employee and an advocate for the museum, interacting courteously and respectfully with others, internally and externally. Should have a passion for the job and the museum, and be creative, innovative, agile, and flexible. A highly motivated team player who is enthusiastic and proactive, and who thrives in a fast-paced environment. Possesses a strong sense of urgency, priority, and follow-through. Can work independently, anticipate needs, and manage multiple tasks and assignments simultaneously. Ability to work collegially with other staff and partner across departments to achieve common objectives. Discretion and sound judgment are required. Maintains the highest professional and ethical standards.

Please send your resume and cover letter to jdixon-mccray@columbiamuseum.org. Thank you!