

Title: Special Events Assistant

Reports to: Special Events Manager

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

Responsibilities: Primarily assists with event execution and planning: to include management of assigned events, client relations, and supervision of event staff. Handles administrative tasks including event inquiries, scheduling, contracts, and billing. Provides support for the Special Events Manager. Assists with 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% - 16 hours a week)

- Assist Special Events Manager daily
- Serve as one of two special event staff who are primary contacts for all event inquiries
- As assigned, offer facility walkthroughs to potential clients
- Work with Special Events Manager to plan every two-week work schedule
- Communicate with clients throughout rental timeline in advance of deadlines for contracts, payments, walkthroughs, floorplans, and insurance documents; manage records on the shared drive
- Assist the Special Events Manager with admin and planning for internal events, including submitting check requests, purchase orders, and RFPs
- Manage rental information forms, prepare for walkthroughs and meetings as necessary
- Schedule event holds on the CMA master calendar, communicate with clients and update as 2-week hold comes to an end
- Enter rentals and payments into group sales in database and update as necessary
- Enter interactions and contacts into database in a timely manner

Events (40% - 16 hours a week)

- Work a varying 40-hour week to cover day, night, and weekend events
- Use quick problem solving to address client needs

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

Promoting, Selling, and Cultivating (20% - 8 hours a week)

- Provide consistently excellent communication and customer service to 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. Schedule varies, requiring flexibility, including an average of 2-4 evenings weekly and 2-3 weekends per month. Must be able to lift up to 50lbs, move furniture and equipment, reach, stand, and walk for extended hours.

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 and customer service skills, and strong organization 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.

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