

## Performance and Events Assistant

Reports to: Director of Performance and Events

Status: Full-Time

Hours: 40 hours per week; flexible schedule that depends on performance and events schedule and communication and planning needs. Frequent evenings and weekends required to attend events.

**Job Summary:** The Performance and Events Assistant has primary responsibility for scheduling usage of the Museum facility by external groups, facilitating related details, and coordinating support services. Assists the Director with hosting and executing plans for live performance programming at the Museum. Helps ensure quality visitor service and event coordination.

### **Essential Responsibilities:**

- Work with Director of Performance and Events to develop performance agreements, event schedules, floorplans, and invoices for clients and performers
- Assist with event setup and maintenance in the Museum's administrative software and facilities calendar; track and report on event plans, report on post-event follow-up, and conduct customer satisfaction reporting.
- Maximize client satisfaction for events through consistent communication, including in-person meetings, tours, phone calls, emails or other techniques to ensure all event plans and information are clearly understood prior to event.
- Execute day-of event coordination to optimize client satisfaction and Museum goals, including overseeing communications with clients, vendors, caterers, musicians, outside event planners, and internal staff.
- Lead Visitor Services Associates in event set-up and tear-down, communicating with staff in advance for scheduling purposes.
- Maintain event supplies such as linens, mics, stands, etc., in an organized fashion.
- Interact pleasantly and professionally with all visitors, vendors and Museum staff.
- Handle multiple tasks simultaneously and prioritize accordingly, adhere to deadlines, and exercise flexibility to handle shifting demands.
- Maintain a working knowledge of the Museum's current and planned exhibits, programs and services. Provide clients with directions and Museum visitor information and arrange for assistance with client special needs.
- Other related duties as assigned.

### **Job Qualifications:**

- High school diploma or equivalent required.
- Experience with event coordination, theater or ticket sales strongly preferred.
- Strong interpersonal communication skills and a positive attitude.
- Experience with Microsoft Office and ability to use the Museum's administrative software.

- Effective time management skills, flexibility, adaptability, ability to multi-task while meeting deadlines, detail orientation, organizational skills, ability to work well within a team environment.
- Strong problem-solving and customer relations skills.
- Proficiency at and comfort with using computer technology.

**Essential functions (ADA):**

- Ability to work a full-time schedule which may regularly include evenings, weekends and some holidays.
- Ability to communicate and interact verbally, both in person and over the phone.
- Ability to use personal computers and other office equipment effectively.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- Exerting up to 10 pounds regularly, up to 30 pounds of force occasionally and/or negligible amount of force frequently to lift, carry, push, pull or otherwise move objects.
- Ability to climb stairs and/or ladders.
- Ability to stand/walk for up to 4 hours at a time during special events or assignments.
- Visual acuity to determine the accuracy, neatness, thoroughness of work assigned.
- Ability to travel to and from job location.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee, and may include other duties as assigned.

Reviewed by: \_\_\_\_\_  
(employee name, please print)

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_