



POSITION DESCRIPTION

Title: Event Assistant

Reports To: Event Manager

FLSA Classification: Non-Exempt

Approved By: Executive Director & Human Resources Manager

Effective Date: April 2019

POSITION SUMMARY

The Events Assistant provides excellent service to guests throughout banquets, parties, and other events on the Evergreen Museum Campus. Provides administrative services for the department. This position requires an effective communicator who can provide outstanding service to internal and external customers by demonstrating respect, courtesy, and empathy.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Assists with event logistics i.e. seating chart, selecting a menu, finding entertainment, and anything else related to coordinating an event.
- Directs, coordinates, and continually evaluates event operations providing feedback to Event Manager.
- Serves as onsite Museum liaison for guest service during an event. Remains onsite during the event to address any attendee concerns and ensure the event is positive experience.
- Works directly with the Marketing staff to ensure that information is accurate and to the client's expectations for each event.
- Oversees and completes the setup and tear down for each event; provides detailed post event reports.
- Works closely with Food & Beverage (F&B) staff throughout an event.
- Assists with booking, group sales, and other tasks or projects as needed.
- Provides excellent customer service to all guests, employees, vendors, and suppliers in person, by phone, and email.
- Performs other duties as assigned by supervisor.

QUALIFICATIONS

- A high school diploma or GED is required.
- Requires one (1) year of directly related event service work experience.
- Current or ability to earn an Oregon Food Handler Card is required.
- Current or ability to earn and OLCC card is required.
- Any combination of experience and education will be considered instead of meeting exact qualifications.

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent customer service focus in interacting with anyone in a professional manner.
- Good project management experience, including time management, coordination, and organizational skills.
- Must be detail-oriented.

- Must have excellent conflict management skills.
- Ability to perform a variety of tasks concurrently with competing deadlines in a demanding environment.
- Good analytical thought process, including problem solving and decision-making skills and abilities.
- Ability to continually evaluate and recommend changes to existing Events efforts to achieve maximum opportunity potential.
- Must have interpersonal and communication skills, in writing and orally across various media.
- Ability to be a team player.
- Computer-proficiency skills and abilities, including events management (EMS) database and other related programs and applications as well as Microsoft Outlook, Word, Excel, and PowerPoint.
- Ability to work a variable schedule, including nights, weekends, and Holidays.
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PHYSICAL DEMANDS

- Sometimes works on a computer, including reading/viewing from a monitor
- Constantly uses of hands of grasping and holding objects that are necessary for performing in the position (for example: mouse, phone, pen/pencil for writing, files, clipboard, etc.)
- Sometimes performs tasks stationary and/or seated at an office desk or workstation
- Often performs physical activity that requires climbing and/or twisting
- Often performs physical activity that requires bending, stooping, reaching, and kneeling
- Often performs physical activity that requires pushing, pulling, lifting, and/or carrying up to 50 pounds in place or across a distance with or without supportive devices
- Rarely drives or travels by car and never travels out-of-area or overnight for work-related reasons
- Ability to work seasonally outdoors in variable weather conditions as well as indoors

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.