



EVENT ASSOCIATE POSITION DESCRIPTION

Department: Events

Location: San Francisco

Reports to: Director of Events

Status: Full-Time

Date: May 2022

Hours: 40 hours, includes weekends and evenings

FLSA Code: Non-Exempt

Pay Rate: \$20-\$23/hour DOE

JOB FUNCTION:

The ideal individual for the Event Assistant role is passionate about providing an exemplary experience for museum guests, takes initiative in completing administrative duties and works well across multiple departments. This position will be responsible for supporting special events, birthday parties and group visits; as well as aid in a variety of office tasks like ticket reconciliation and café support. An excellent opportunity for those interested in the mission-driven museum sector of the tourism and hospitality industry!

DUTIES AND RESPONSIBILITIES:

Event Support:

- Aid the Director of Events with a variety of museum and private events including booking, staff support, event opening and closing procedures
- Deliver excellent guest service while ensuring staff also provides a quality guest experience
- Respond to and resolve guest complaints and concerns, calling upon management as needed
- Enforce safety and museum policies in exhibit and event spaces

Group Sales Support

- Provide support for group visits during arrival process and acting as a tour guide, as needed
- Provide administrative support for ticketing partner orders and offer troubleshooting for Guest Experience team during opening hours
- Assist in ticketing partnerships in a variety of operational roles such as communications, reporting and listing updates
- Provide information to guests regarding museum content, programs, ticketing, membership, directions, facilities, and other pertinent guest information

Café Support

- Provide administrative support for café system and offer troubleshooting for Store team during public hours

- Assist in back-of-house tasks including account management, ordering, inventory and stocking
- Assist with other duties as assigned from Events management.

KNOWLEDGE, SKILLS, AND ABILITIES:

Minimum Qualifications:

- One year of customer service experience, events sector preferred

Desired Qualifications:

- BA or equivalent work experience
- Tourism and Travel experience, Museums and Cultural Institutions a plus
- Some experience in public speaking and/or presenting information to the public
- Bilingual fluency, especially in Spanish, Cantonese, Mandarin, or Japanese

Skills and Abilities:

- Excellent customer service and communication skills.
- Proficiency with relational database software, particularly ticketing systems
- Capable of speaking in front of large and small groups of visitors
- Demonstrated ability to engage effectively with culturally diverse audiences and audiences of varying age
- Must be able to employ museum policies and procedures while exercising decisiveness, good judgment, and diplomacy when dealing with the public. Demonstrated ability to resolve guest situations.
- Able to work with a variety of people from various backgrounds and cultures.
- Must be able to multi-task, function as part of a close-knit team, and enjoy working with the public.
- Must be available to work on evenings, weekends, and holidays.
- Ability to adapt and be flexible in a dynamic work environment.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, crawling/kneeling, pushing/pulling, climbing (ladders),reaching above the shoulders, lifting of up to 50 lbs., lifting and transporting moderately heavy objects such as furniture, file cabinets, equipment, boxes, etc. Work may require occasional weekend and/or evening work.

- Visual acuity is required for viewing computer monitor, examining tickets and receipts, and handling payment transactions.
- Day to day moderate noise in open setting; occasional exposure to loud music at special events.

To apply: Please send your resume, cover letter and to Careers@wdfmuseum.org. Please also include in your email an available start date. Please title email "Event Assistant". Electronic applications preferred. No phone calls please. Open until filled.