

Position Description

Title: **On-Call Event Implementation Support**

Division: Events

Classification: Nonexempt, On-Call, Hourly Part-time

Reports To: Event Manager

Supervises: N/A

High Desert Museum – Organization Description

The High Desert Museum is a non-profit organization focused on the biotic and cultural elements of the High Desert region of the Western United States. Located near Bend, Oregon, on the edge of the beautiful Deschutes National Forest, the Museum melds the natural history of diverse habitat types with human history of the environment into a unique blend of indoor and outdoor exhibits, living history and both living and historical collections.

Job Summary – On-Call Event Support

The On-Call Event Implementation Support team members are critical in assisting with both internal and external Museum events. Event Support team members assist in the operation of various sizes and types of events at the Museum. Job duties include, but are not limited to: setting up and/or tearing down beverage service, décor, linens, catering, etc.; operating beverage bar including processing credit card and cash transactions; cleanup of catering dishes and cookware; enforcing Museum rules as pertains to food and beverages in exhibits, noise levels, and behaviors that may negatively impact Museum collections, exhibits, or animals; provide any reasonable assistance to Museum staff and visitors as requested by Event Lead.

Required Qualifications

- Be 18 years or older
- Have current Food Handlers Permit and OLCC Server's Permit
- Ability to work extended hours; primarily evenings and weekends (typical report time for evening events is 3:30-5:30 p.m., depending on event and closing time of museum)
- Desire to provide the highest level of customer service
- History of regular and reliable work attendance
- Have strong interpersonal and verbal communication skills
- Work well in a dynamic, fast-paced environment that requires a high degree of multi-tasking with minimal supervision
- Ability to stand for extended periods; and to bend, reach, kneel and squat as part of regular job activities
- Ability to frequently lift and carry up to 50 lbs.

Preferred Qualifications

- Prior experience working in a fast-paced, customer-service oriented position
- Bartending experience

Responsibilities and Tasks

1. Follow Event instructions provided by Event Manager/Lead as pertains to details, timeframe and general expectations for the day/evening
2. Prep Event through collection of linens, décor, bar needs, etc. per Event Plan, including transporting items to locations around Museum
3. Prepare space(s) for Event; chairs, linens, A/V, dishes, silverware, etc.
4. Ensure Museum and layout is set-up on time and according to Event plan
5. Ensure guests are greeted upon arrival. Be responsive, flexible and solution-oriented to all guest requests.
6. Retain knowledge of event aspects. I.e. menu, product descriptions and prices
7. Must have complete knowledge and understanding of health department regulations and liquor laws
8. Uphold the standards, expectations, and service quality for all events as set forth by Museum
9. Accommodate any needs for reasonable special requests. Check in with Lead if needed
10. Handle client/guest complaints and problems in a professional manner to ensure a successful outcome and relay to Event Lead
11. Assist with opening and closing duties, as well as complete side duties, cleanup and any other tasks as requested by Lead
12. Ensure everything is broken down and put away correctly before leaving for the night

Dress Code

A neat, clean, professional appearance is required. A black shirt with black slacks and black comfortable shoes. A name tag provided by the Museum must be worn for the duration of all events.

It is imperative that Event Staff be on-time for set-up, as most events have a short window between when the Museum closes (4:00/5:00 p.m.) and when the event begins (usually 5:00/6:00 p.m.). Depending upon the size of the event, multiple event staff will be called and expected to work together on set-up for the event.

The Event Manager will schedule you in advance and give you as much notice as possible.

If you commit to the position and cannot make that date, please call the Event Manager as soon as possible so she can arrange for someone to take your place.

The High Desert Museum guarantees a minimum of six hours of pay per event unless otherwise agreed upon by both parties. If any Event Support employee chooses to leave prior to event cleanup being finalized, they will be paid for only the hours worked. If HDM must cancel an event, and the Event Support employee is not provided with a minimum of 48 hours' notice, he/she will be paid for the full shift. Event Support staff are expected to work at least six hours per shift or until ALL cleanup is completed.

This position description in no way states or implies that these are the only duties to be performed by this employee. He/she will be required to follow any other instructions and to perform any other work-related duties requested by his/her supervisor.

The High Desert Museum is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

Please send resume and cover letter to the High Desert Museum, attention Shannon Campbell.

jobs@highdesertmuseum.org

<http://highdesertmuseum.org/job-opportunities>

Mission

To explore the High Desert's unique landscape, cultures, wildlife, history and arts, connecting our visitors to the past and helping them discover their role in the present and responsibility to the future.