

# JOB DESCRIPTION

# HIGH DESERT MUSEUM

## POSITION

<b>JOB TITLE:</b>	On-Call Event Support	<b>DIRECT SUPPORTS:</b>	Event Coordinator
<b>DEPARTMENT:</b>	Events	<b>DIRECTLY SUPPORTS:</b>	N/A
<b>CLASSIFICATION:</b>	On-Call, Hourly, Part-time nonexempt	<b>SALARY RANGE:</b>	\$20.00 an hour plus tips

## JOB SUMMARY

The On-Call Event 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 tables, chairs, linens, A/V equipment, bar, catering, etc.; operating beer and wine 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 Coordinator or Event Lead.

## ESSENTIAL FUNCTIONS (in order of priority with the percentage of time spent on each)

<b>95%</b>	<p><b>On-Call Events Operations</b></p> <ul style="list-style-type: none"> <li>Follow Event instructions provided by Event Coordinator as pertains to details, timeframe, and general expectations for the day/evening (Event Lead will provide Day-of-Contact details for every event)</li> <li>Prep Event through collection of linens, décor, bar needs, etc. per Event Plan, including transporting items to locations around Museum</li> <li>Prepare space(s) for Event; set tables, chairs, linens, A/V, dishes, silverware, etc.</li> <li>Ensure Museum and layout is set-up on time and according to Event plan</li> <li>Ensure guests are greeted upon arrival. Be responsive, flexible, and solution-oriented to all guest requests.</li> <li>Retain knowledge of event aspects. I.e., menu, product descriptions and prices</li> <li>Must have complete knowledge and understanding of health department regulations and liquor laws</li> <li>Uphold the standards, expectations, and service quality for all events as set forth by Museum</li> <li>Accommodate any needs for reasonable special requests. Check in with Lead if needed</li> <li>Handle client/guest complaints and problems in a professional manner to ensure a successful outcome and relay to Event Lead</li> <li>Assist with opening and closing duties, as well as complete side duties, cleanup and any other tasks as requested by Lead</li> <li>Ensure everything is broken down and put away correctly before leaving for the night</li> </ul>
<b>5%</b>	<p><b>Additional Duties</b></p> <ul style="list-style-type: none"> <li>This position is also responsible for supporting museum gift shop as needed.</li> <li>Contribute to and support the Museum's DEAI initiatives</li> <li>Assist with museum-wide events, such as Free Days, fundraising gala, etc.</li> <li>Other duties as assigned</li> </ul>

## QUALIFICATIONS

EDUCATION/  
CERTIFICATIONS

EXPERIENCE

SKILLS/  
ABILITIES

PHYSICAL  
ELEMENTS

EQUIPMENT  
USE

- Have or willingness to get a current Food Handlers Permit and OLCC Server's Permit
- History of regular and reliable work attendance
- Work well in a dynamic, fast-paced environment that requires a high degree of multi-tasking with minimal supervision
- Prior experience working in a fast-paced, customer-service oriented position
- Bartending experience
- 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
- Have strong interpersonal and verbal communication skills
- Be 18 years or older
- 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.
- A neat, clean, professional appearance is required. A black shirt with black slacks and black comfortable shoes; no jeans
- A name tag provided by the Museum must be worn for the duration of all events
- A/V equipment
- Processing credit card and cash transactions
- Cleaning equipment

**ACKNOWLEDGMENT**

*I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.*

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date