

JOB DESCRIPTION

Position: Events Lead
Reports to: Events Program Manager
Department: Operations
Position Type: Full-time, Hourly, Non-exempt
Salary Range: \$19 – \$24/hour DOE
Benefits: Eligible

Summary of Position:

The Events Lead position assists the Event Program Manager and Café & Catering staff in successful execution of high-quality event experiences. This position is responsible for the execution of detailed event setups, cleanup, security monitoring, communication, and other logistical aspects of event planning and execution as directed by the Events Program Manager.

Schedule and hours are dependent on the museum-wide events schedule including both internal events and private facility rentals and may vary depending on the season.

Core Responsibilities:

- Provide prompt and courteous customer service to event attendees and internal clients
- Responsible for all aspects of event set-up, technical requirements, furniture and equipment handling, etc.
- Relay all pertinent information/issues to appropriate staff member
- Inspect all equipment for proper functioning before setting up and keep maintenance of facility assets up to date
- Reset and clean spaces after events/meetings; adjust to event setup and cleanup needs as they arise (i.e. sweeping, mopping, stocking bathroom supplies)
- Serve as positive lead and provide quality customer service for all events
- Work closely with security and other team members to assess safety and security concerns as they arise throughout the galleries and public spaces, responding or escalating issues in a timely manner
- Complete thoughtful and informative documentation of event experiences for post evaluations
- Attend training sessions and monthly events meeting
- Coordinate additional staffing needs with Events Program Manager
- Coordinate parking rentals with vendor
- Conduct orderly appearance in all storage areas
- Lead any additional event crew staff during event
- Participate in the museum's Diversity, Equity, Inclusion and Access (DEIA) trainings
- Performs other duties as necessary

Absolutely Required Skills/ Knowledge/ Ability/ Experience or Education:

- Ability to perform well in a fast-paced environment
- Friendly, customer service, and safety-oriented personality

- Willing and able to work a flexible schedule including a wide range of evening and weekend hours for events, as assigned when needed
- Courteous, personable and flexible; able to deal effectively and sensitively with a wide range of people
- Able to manage multiple projects/tasks and remain flexible under pressure
- Ability to work well in a team environment
- Demonstrated commitment to supporting the museum's Diversity, Equity, Inclusion, and Access (DEIA) framework
- Ability to work within and maintain the museum brand values: innovative, passionate, civic-minded, gracious, approachable
- Experience assisting with the execution of successful events

Desired Skills/ Knowledge/ Ability/ Experience or Education:

- Working knowledge of operating and troubleshooting various A/V systems
- Event planning and execution experience
- Service oriented with excellent relationship management skills
- Experience working with Tripleseat events CRM
- Training in CPR and First Aid

Travel, Working Conditions, Physical Requirements and Environment include:

- Frequently reaches and handles and lifts objects (up to 50 pounds)
- Continuously exchanges information through listening and talking with staff, volunteers, and individuals in the community
- Must be able to work at a workstation and/or computer screen for a portion of the work day
- Some work may be occasionally performed outside where employee is subject to adverse weather conditions

To Apply

Please email a succinct cover letter and resume to HR@TacomaArtMuseum.org.

- Include "Events Lead: First Name Last Name" in subject line.
- No phone inquiries, please.

Resume review will begin immediately. Position is open until filled.

Tacoma Art Museum is an Equal Opportunity Employer

Tacoma Art Museum strongly encourages applicants from members of groups underrepresented in careers related to museums and the visual arts.