

**Position:** Part-Time Event Coordinator  
**Reports to:** Sales Manager  
**Hourly Rate:** \$15/hour

### **SUMMARY**

The Event Coordinator is a part-time, non-exempt position within the United States Marshals Museum. The Event Coordinator will work closely with the Sales Manager to support a wide range of events from initial scoping through advancement to execution. This position requires flexibility and will work best for somebody who can manage a schedule that includes evenings and weekends. On-event support may include welcoming groups, guiding vendors, helping set up/teardown for events, and coordinating tasks between clients and internal operations. In most cases, you will be expected to be onsite from event start time until the events end, unless otherwise arranged. While most events take place on a Friday or Saturday, some Sunday and/or weekday shifts may be required.

### **Equal Employment Opportunity**

USMM provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

### **RESPONSIBILITIES**

- Work with the sales manager to finalize event orders two weeks prior to event day.
- Work alongside the facilities team to set-up and tear down venue inventory.
- Greet guests, clients, and vendors and help answer questions.
- Troubleshoot day-of venue issues that may arise.
- Aid the day-of coordinators in venue logistics and management.
- Work with the USMM team to ensure the property is clean at the end of the event in accordance with the USMM policy, considering any pre-arranged conditions with the client.
- Serve as a "Welcome Guide" for visitors.
- Be professional in all interactions with event guests and/or vendors.
- Provide guests and vendors with helpful information or advice – if needed, connect them to the appropriate USMM team member.
- Look for opportunities to exceed guests' expectations of service.
- Troubleshoot property, facility, guest or client issues and loop in your supervisor, as necessary.
- Positively represent USMM and its values.
- Must have the availability to work evenings, weekends, and extended hours.
- Attend and actively participate in staff meetings.
- Flexible and willing to perform other roles such as facilities associate, guest relations, and/or bartending as needed.
- Other duties as assigned.

### **MINIMUM QUALIFICATIONS**

- High school diploma or equivalent.
- Must be 21+ years old.
- 1+ years' experience in guest services/hospitality.
- Must pass a criminal background check.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Must enjoy working with the public with a customer-centric approach.
- Must be self-motivated, highly organized, detail and customer oriented, and have excellent interpersonal and communications skills.
- Ability to be politely assertive in areas of policy and procedure enforcement.
- Must be able to maintain confidentiality.
- Effective communication skills written, verbal and listening.
- Ability to read, write and speak fluently in the English language.
- Creative and effective problem-solving abilities
- Ability to work independently and with little supervision/guidance; as well as being a complementary team player.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands:** In the work environments, this position requires verbal and written conversation with others, ability to sit at a desk for a minimum of 2 hours without a break, ability to stand/walk for a minimum of 2 hours without a break, ability to speak to a small - medium sized crowd; ability of lifting/moving objects up to 25 pounds, use of hands to handle or feel objects, tools or controls. Vision abilities required by the job include close vision.
- **Work Environment:** Work will be performed in an office environment, museum spaces and the community, both indoors and outdoors. While performing the duties of this job, the employee may be exposed to weather conditions prevalent at the time. Possible on-call duty as needed. The noise level in the work environment is typically low to moderate; however, during events the noise level is often high.

*The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.*

## **APPLICATION PROCEDURE:**

Please submit your cover letter and resume to the USMM Sales Manager, Satori Evans, at [sevans@usmmuseum.org](mailto:sevans@usmmuseum.org)