

Job Description

February 2020

Title: Event Operations Assistant

Department: Marketing

Supervisor: Event Operations Manager

Employment Type: Part-time, non-exempt, entry level

Works closely with: Director of Ticketing and Guest Relations, Artistic, Special Events, Rosen House, Marketing.

The **Event Operations Assistant** provides administrative and operational support to the Event Operations Manager, including (but not limited to) the areas of volunteer and staff management, event logistics and public programming support. This role assists in ensuring that our audiences have safe and pleasant experiences while attending our concerts and various other events throughout the year with our busiest season being in the summer. Under the direction of the Event Operations Manager, the **Event Operations Assistant** will also contribute to hands on projects relevant to the upkeep of our venues.

Job Duties & Responsibilities:

- Provide all visitors with the highest level of customer service to make their visit to Caramoor easy and enjoyable.
- Promote exemplary customer service to our staff and volunteers.
- Help prepare and maintain all venues to receive visitors, with focus on seating, accessibility, safety, and aesthetic.
- Support and guide Front of House staff and Volunteers during the entry and seating of visitors in a timely manner.
- Look after the audience throughout performances and enforce venue policies and safety procedures.
- House manage for events as needed - communicate with the Stage Manager, Production and Artistic teams on backstage theater calls and logistics in regards to opening the house and beginning concerts.
- Cross train with Box Office and Parking staff to provide personnel coverage when needed and address customer service needs in and outside of our venues.
- Assist the Event Operations Manager with communicating event operations information to all necessary staff.
- Report safety hazards, event debrief notes and all concerns to the Event Operations Manager.
- As directed by the Event Operations Manager and Marketing team, distribute print materials and display signage specific to promoting and wayfinding for events.
- Provide operational support with tours and events in the historic Rosen House.
- Be trained on and be able to communicate to visitors about Caramoor history and our mission.
- Attend to various other projects as assigned by the Event Operations Manager.

Required Skills and Qualifications:

- **Experience and Education:** Have or pursuing a Bachelor's or advanced degree in arts, event production/administration or a related field a plus. Command of MS Office Word and Excel.
- **Management Skills:** Must be able to work with volunteers and staff of varying backgrounds and experience with integrity and mutual respect.
- **Customer Service & Communication Skills:** Must have a friendly and professional attitude and work well with the public to navigate different personality types among stakeholders including, seasonal staff, visitors, VIP donors, artists, senior management team & Board of Trustees. Strong interpersonal, verbal and written communication skills.
- **Collaboration:** Ability to work as part of the Caramoor family in a positive and professional manner. Willingness to be very hands-on and flexible to work on a variety of assigned tasks.
- **Administrative Skills:** Ability to maintain confidential information; highly organized and detail oriented with a strong work ethic. Flexibility to adapt to changing priorities and new opportunities.
- **Values & Culture Fit:** Demonstrated passion for music; have an appreciation for creating an environment of inspiration of music for all visitors; and have a strong commitment to Caramoor's mission and values.

- **Working Conditions:** Ability to work in a busy office environment, maneuver outdoors (in all weather conditions) on 90 acres of woodland trails, gravel path ways and spectacular gardens. Flexibility to work during weekends and evenings as needed for events. Ability to transition between heavy operational and administrative work loads. Ability to lift/move up to 40lbs. Ability to set up and breakdown for events. Valid driver's license.