

JOB DESCRIPTION

Job Title: Event Host (contractor, non-AA Employee)

Department: Events

Reports to: Private Rental Event Coordinator

Status: Non-exempt hourly; work load will fluctuate based on booked events; expected to range from 0 to 15 hours/week initially and may increase over time

Summary: The Event Host assists the Private Rental Event Coordinator with on-site private facility rental events, helps create a pleasant and inviting atmosphere for clients and event guests, and supports event clients. Duties include greeting client, caterers, service providers and guests; providing them with direction and information; and assisting with questions or issues. The ideal candidate has experience providing excellent customer service, the ability to problem solve and a genuine commitment to providing the best experience possible while helping to grow the Museum. This position represents the Museum in a professional manner to build lasting relationships and deliver long-term value. The Museum hosts a wide array of events with a range of clients including lifecycle events, holiday parties, fundraisers, corporate events and more.

Essential Duties and Responsibilities:

- Serve as on-site event host for private event rentals as assigned by the Private Rental Event Coordinator; duties may begin prior to the event and end when all appropriate loadout procedures have been completed;
- Ensure that the rental space(s) is/are properly equipped, set-up, and are ready for guest's arrival according to the rental agreement;
- Greet clients, caterers, and staff who are working the event and create a welcoming atmosphere;
- Answer questions and provide support if/as needed;
- Protect Museum from damage or harm and work with client, caterer and others to ensure proper teardown and cleanup after the event;
- Ensure that all Museum security and safety policies and procedures are observed at all times;
- Problem-solve any issues with facility management, clients, planners, caterers, etc.;
- Assist the Private Rental Event Coordinator with coordinating any special cleaning crew services before or after private events;
- Be familiar with the Museum building and able to provide summary information about the Museum and American Airlines as well as the Museum's nonprofit mission;
- Ensure the ending of the event is a pleasant experience and that the Museum is ready for regular operations following the event;
- Perform other duties as directed by Private Rental Event Coordinator.

Note: This position requires standing for long periods of time. Event Host will be required to adhere to the Museum dress codes and policies and should expect to work mornings, evenings, weekends and/or holidays.