# Chicago History Museum

# **POSITION AVAILABLE**

**JOB TITLE**: Corporate Events Assistant – Temporary Part-Time

**DEPARTMENT**: Corporate Events

FLSA STATUS: Non-Exempt

# JOB SUMMARY:

The Corporate Events Assistant supports the Corporate Events Department in its mission to advance the Chicago History Museum as a unique American Institution. The Assistant supports the staff that generates revenue through the sale of Museum facilities for social, corporate and non-profit events and performs general office duties as well as possibly event execution duties as required for the Corporate Events Department and other Museum departments' events.

# JOB PURPOSE:

The Corporate Events Assistant will primarily support the Corporate Events by answering inquiries, assisting with event paperwork and maintaining office operations while actively participating in some event execution, and support internal event planning, all with the overall goal of building the organization's public image and visibility.

## **ESSENTIAL FUNCTIONS:**

## **Event Sales and Coordination**

- Conduct sales process in an accurate and timely manner, including: initial client contact (both initiated and responsive), provide museum information, follow up with clients, produce contracts, collect payments, prepare beverage contracts and event memos
- Follow up with all corporate, non-profit and social leads on a timely basis demonstrating excellent customer service and follow-up skills
- Assist clients with any and all needs; responding to all phone and email requests within 24 hours and delivering excellent customer service and problem solving skills
- Produce facility rental contracts and invoices for the department
- Accurately book events in Museum calendar/database; additional database management as necessary
- Process booking sheets, invoices and contracts
- Track client payments
- Produce Beverage contracts and process payments
- Assemble memos that detail logistics of event
- Complete filing and other general office work, maintain accurate and organized records
- Manage daily office operations including equipment invoices, supply orders, insurance binders, parking stickers, and faxes.

## **Event Execution**

- Serve as the on-site representative for events; respond to clients' event needs promptly
- Work directly with security, maintenance, vendors and catering staff throughout event to ensure its success
- Go above and beyond to service each client and ensure a positive experience to generate repeat clients and referrals
- Lift, carry, or otherwise move boxes or objects weighing up to 25 pounds.
- Maintain a flexible schedule because schedule will vary depending on the department event schedule; evenings, weekends, and holidays will, at times, be required and during peak event seasons, position will require a flexible schedule

## Internal Event Planning

 Assist Development, Education, and other departments with public and private events providing each internal customer with excellent customer service

## **General Duties**

- Create a team spirit and enhance communication within so that staff members will work collaboratively and in a supportive manner across departmental and functional area boundaries
- Contribute to and promote a positive culture at CHM through commitment to the mission and values of the Chicago History Museum

#### **OTHER DUTIES:**

- Direct field event and tour inquiries to appropriate Corporate Events staff
- Assist in the North and Clark Café as needed
- Other duties as assigned

# **QUALIFICATIONS:**

- College degree and minimum 2 years prior experience in the hospitality and/or event industry, museum preferred
- Proficiency in computer technology including Microsoft Office Suite required; VISTA (or similar reservation database system) preferred
- Excellent attention to detail and customer service skills required
- Exceptional organizational skills, ability to successfully coordinate multiple projects simultaneously
- Ability to maintain a flexible schedule because schedule will vary depending on the department event schedule; evenings, weekends, and holidays will, at times, be required and during peak event seasons.
- Must be able to quickly develop a rapport with new people, cultivate and maintain excellent interpersonal relationships with potential clients, vendors, and colleagues
- Must be able to handle high-pressure situations, be a problem solver, and be able to make decisions quickly and independently using good judgment
- Must have exceptional interpersonal and customer service skills and the ability to communicate effectively both verbally and in written form in a timely manner

• Commitment to the mission, values, and programs of the Chicago History Museum

**TERM of POSITION:** This is a short-term, temporary, part-time position. It is currently estimated to run for 3-4 months``

**SALARY:** Salary is competitive

Please send cover letter, resume with salary history, and the names and phone numbers of three work references <u>in 1 document, attaching to the "Resume" tab</u> to: https://home.eease.adp.com/recruit/?id=5788471

Salary History Required

Resumes submitted without above listed materials will not be considered Background check required

Equal Opportunity Employer M/F/D/