



**POSITION INFORMATION**

<b>Job Title:</b>	<u>Special Events Associate</u>	<b>Updated:</b>	<u>10/20/2021</u>
<b>Department:</b>	<u>Development and Marketing</u>	<b>Classification:</b>	<u>Non-Exempt</u>
<b>Location:</b>	<u>NMMC – 2<sup>nd</sup> Floor</u>	<b>Status:</b>	<u>Full-Time</u>
<b>Reports To:</b>	<u>Museum Events Manager</u>	<b>Pay Range:</b>	<u></u>

**STANDARDS**

In the performance of their respective tasks and duties, all employees are expected to conform to the standards of conduct and performance as outlined in the Employment Handbook.

**PURPOSE**

To provide a wide range of administrative support to the Museum Events Manager with coordination and onsite management of assigned events.

This position is approximately 40 work hours per week, Monday through Friday from 8:30 AM to 5:00 PM. Saturday and Sunday work hours will be based on events and venue space tours.

**SUPERVISORY RESPONSIBILITY**

Direct Reports: 0

**ESSENTIAL JOB DUTIES**

Duties include the following. Other duties may be assigned.

1. Represent the Marine Corps Heritage Foundation at Special Events
2. Work directly with clients to plan and execute special events such as weddings, receptions, and official military ceremonies
3. Assist Events Manager with all aspects of event operations including:
  - a. Collection of event inquiry information
  - b. Provide administrative task support to the Events team
  - c. Maintenance of various reports and National Museum of the Marine Corps weekly calendar
  - d. Event venue set-up and breakdown labor
  - e. Coordination and onsite management of assigned events
4. Assist Special Events team with the event sales process
5. Answer incoming telephone calls, greet and/or direct office visitors
6. Inform all staff of upcoming events - Announcement of Events
7. Coordinate with event contractors and vendors for event awareness
8. Retrieve and process incoming mail, event insurance, and payments
9. Produce and maintain Excel spreadsheets, tracking a variety of information
10. Data entry and note taking

**SECONDARY JOB DUTIES**

Duties include the following. Other duties may be assigned.

11. Accomplish all tasks appropriately assigned or requested

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Education/Experience:

High School diploma or GED

2+ years related experience in hospitality or customer service, or an equivalent combination of advanced education or related certifications and 1 year of related experience

Knowledge of USMC protocol, general history, and rank structure

Knowledge of the region's social, military/government, and corporate events

### Technological Skills:

Proficient in Microsoft Office Suite

Proficient in Google Workspace

Knowledge of Event Booking software helpful

Strong computer skills including working knowledge of project management software

### Required Knowledge and Skills:

Excellent written and verbal communications skills

Well-developed communication, organization, and sales skills

Professionalism with both internal and external customers

Ability to communicate with a variety of people, both internal and external

Ability to work collaboratively in a team environment

Ability to follow through on work independently

Ability to work in a fast-paced environment

Ability to work calmly, rationally, and quickly under high pressure

Detail-oriented

Excellent time management skills

Excellent organizational skills

Ability to prioritize and manage simultaneous projects while meeting various deadlines

Ability to adapt and be flexible to rapidly changing priorities

Excellent customer service skills

Proven problem-solving skills with ability to analyze situations, identify existing or potential problems, and recommend solutions

### Other:

A willingness to do "whatever it takes" to get the job done

Professional dress code every workday

Must be available to work some nights, weekends, and holidays

Marine Corps Heritage Foundation is an equal opportunity employer.

## ENVIRONMENT AND PHYSICAL CONDITIONS

The environmental factors and/or physical requirements of this position include the following: While performing the duties of this job, the employee is required to have ordinary ambulatory skills sufficient to visit other locations; and the ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of 20-30 pounds. Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard. The employee frequently is required to be in one position for long periods of

screen use, reach with hands and arms, and talk and hear both in person and over devices. The employee interacts in close spaces and frequently with other workers, vendors, and clients. May be in situations which require conflict resolution. The position works in an office environment with artificial light and air.