

FAIRFIELD ARTS & CONVENTION CENTER

Event Support Staff Job Description

Job Title: Event Support Staff
Status: Part-time – up to 40 hours a week based on event schedule
Hours: Required to work all hours-days, nights, weekends & holidays. Required to work events and continued hours of work may be long and varied.
Department: Events
Reports to: Marketing and Event Manager, Operations Manager, Executive Director, Manager on Duty
FLSA Status: Exempt
Date Prepared: July 7, 2015
Version: 5

SUMMARY

Under the supervision of the Fairfield Arts and Convention Center (FACC), and direction from the Executive Director, Operations Manager or Marketing and Event Manager, the event support staff is responsible for providing high-level event executions and the timely transition of meeting and event spaces to ensure proper setup and teardown, cleanliness and customer satisfaction. This position works as a member of a team with other event support staff, and management to contribute to the overall success of the FACC's Meeting and Event Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Available to work weekends, holidays, and long hours on an 'as needed' basis.
- To perform all duties and responsibilities in accordance with the FACC Event Services Policies and Procedures Manual
- Execute event set-up tasks (duties listed below)
 - The event support staff arranges furniture set-ups in the conference room, meeting rooms, expo hall, atrium and elsewhere as needed. Set-ups are arranged as defined by the reservation requests and according to established guidelines for safety and code compliance. The meeting spaces must meet the accordance with the daily setup sheets in advance of their meeting start times.
 - Event support staff returns equipment to proper storage if not needed when setting up rooms.
 - Event support staff performs custodial duties as part of setting up the room, including floors, spot clean marks on walls, tables, chairs and trash containers.
- The event support staff sets up and tend to food and beverage needs in a timely and efficient manner

- Must be able to communicate effectively with clientele and fellow team members and to follow detailed directions, both verbally and written.
- Develop a good working relationship with fellow FACC employees and volunteers and be willing to work as a team and promote values of a working team environment
- Assist management with maintaining a visible presence during events, contacting customers to ensure that the rooms meet their needs for the event
- Must have awareness of custodial standards and maintenance practices and apply them while working. Must be willing to perform custodial tasks to maintain the cleanliness of FACC.
- Other duties that may arise based on event needs as instructed from Operations Manager, Marketing and Event Manager or Executive Director

LIMITS TO AUTHORITY

- This position does not have ability to hire or fire personnel
- All purchases must be pre-approved by Operations Manager
- Event contract changes must be approved by the MOD or Event and Marketing Manger

QUALIFICATIONS

- Prior banquet, catering and/or events experience preferred but not required
- Associate of Arts Degree or equivalent preferred but not required
- Perform each essential duty satisfactorily
- Carry out written or oral instructions
- Ability to add, subtract, multiply and divide numbers
- Ability to operate computer programs such as Microsoft Excel, Word and Outlook
- Ability to perform physical labor and lifting up to 50 pounds alone and 75 pounds with assistance.
 - Follow safety procedures to prevent work related injuries
- Ability to maintain high standards of quality, neatness and attention to detail
- Ability to project a professional and friendly manner in all contacts with FACC clients and other FACC employees
- Ability to present a neat, businesslike and professional appearance
- Ability to provide honest and ethical standards in the work environment
- Valid driver's license
- Reliable form of transportation
- At least 18 years of age