

DETROIT HISTORICAL SOCIETY



Job Title: Event Operations Specialist – Part Time

Department: Retail & Visitor Services

Reports to: Director of Retail & Visitor Services

Hourly Rate: \$15.00 per hour

History saved and preserved is the foundation for strong, vibrant communities and future generations. The Detroit Historical Society's mission is to tell Detroit's stories and why they matter. Founded in 1921, the Society has been bringing together diverse voices and communities around the stories of the region to find their place in the present and inspire the future for over one hundred years. Located in Detroit's cultural district, the Society administers and develops exhibitions and programming for the Detroit Historical Museum, the Dossin Great Lakes Museum on Belle Isle, and our Collection Resource Center at Historic Fort Wayne. The team cares for over 250,000 artifacts in its collection and relies on a staff of over sixty individuals to help continue to bring Detroit's vibrant stories to life.

Position Description

The Event Operations Specialist is a part-time position responsible for assisting in the setup, execution, and breakdown of events for the Detroit Historical Society. Working under the supervision of the Director of Retail & Visitor Services, the specialist ensures that events are executed smoothly and professionally. This role also includes assisting with A/V equipment, maintaining the cleanliness of the venue, and providing exceptional customer service to ensure a positive guest experience. The ideal candidate is dependable, energetic, and able to perform tasks with attention to detail.

This position requires a minimum availability of 10 hours per week with the potential for up to 29 hours per week. Occasional additional hours may be available. **Weekend and evening availability is required.**

Major Responsibilities:

- Follow instructions from the Director of Retail & Visitor Services to execute event set-up and tear down efficiently and professionally, ensuring all logistical requirements are met.
- Provide excellent customer service by anticipating client needs, addressing concerns, and ensuring a positive experience for all event attendees.
- Learn to navigate preferred event software to retrieve important event documents.
- Arrange tables, chairs, podiums, and decor to accommodate the event floor plans.
- Assist vendors, caterers, and event guests with load-in and set-up during events, ensuring their needs are met promptly.
- Direct foot traffic and provide accurate information regarding the events' programming, amenities, and restrictions.
- Operate and troubleshoot museum-owned A/V equipment during events, including microphones, projectors, speakers, etc.
- Report any operational issues or concerns to the Director of Retail & Visitor Services in real-time.
- Supervise guests and maintain a safe, family-friendly environment.
- Respond to any safety concerns and assist with emergency procedures and incident documentation where needed.
- Manage the museum gift shop for various events, ensuring accurate processing of financial transactions as well as restocking of merchandise and supplies.

General Responsibilities

- Maintain cleanliness during the event in partnership with 3rd party cleaning company, including restroom upkeep, emptying trash receptacles, cleaning spills, changing light bulbs, and addressing breakages.
- Assist with closing procedures for the museum entrances, gift shop, and exhibits at the end of each event.
- Complete other event-related tasks as assigned by the Director of Retail & Visitor Services.

Required Qualifications for Successful Position Performance

- Ability to remain calm and focused in emergency situations and assist with emergency procedures.
- Capable of general problem solving and knowing when to escalate.
- Works well with staff, vendors, and guests to ensure seamless event execution.
- Strong customer service skills with a helpful and cheerful demeanor.
- Must be available to work evenings, weekends, and occasionally on weekdays.
- Ability to lift up to 40 lbs. with or without a reasonable accommodation.

Preferred Qualifications

- First Aid/AED/CPR certification is a plus (can be obtained after hiring).

Education and Experience

- High school diploma or G.E.D credential required.
- College or advanced education in hospitality is preferred.
- Minimum 1-year of experience in hospitality/event operations/janitorial roles or equivalent education & experience.

Compensation & Benefits

- Hourly Wage is \$15.00 per hour.
- Paid Parental Leave after 12 months of qualifying service in coordination with FMLA.

Candidates must have reliable transportation, possess a valid driver's license, be willing to undergo a criminal background check, and provide references (as needed/requested). **Please note the hourly wage prior to sending a résumé and cover letter to the Human Resources Department at humanresource@detroithistorical.org.** No phone calls, please.

EEO Statement

Detroit Historical Society is committed to the principles of equal employment. We respect diversity and accordingly are an equal opportunity employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth, related medical conditions and lactation), gender identity or gender expression (including transgender status), sexual orientation, marital status, military service and veteran status, disability, genetic information, height, weight, or any other status protected by federal, state, or local laws and ordinances. The Organization is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.