

DETROIT HISTORICAL SOCIETY



Job Title: Event Operations Supervisor, Part Time

Department: Public Programs

Reports to: Public Programs Manager

Hourly Wage: \$18.00 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 Supervisor serves as the on-site operational lead for museum programs, private rentals, public events, and special functions. Working under the direction of the Public Programs Manager, this position oversees the day-to-day execution of events by coordinating logistics, assigning work, monitoring event progress, and providing operational guidance to Event Operations Specialists throughout each event.

This is a working leadership position. The Event Operations Supervisor actively participates in event setup, execution, and breakdown while serving as the primary operational resource for Event Operations Specialists during assigned shifts. Although this position provides direction, coaching, and workflow coordination, it does not have responsibility for hiring, scheduling, performance evaluations, disciplinary actions, or other personnel management functions.

The ideal candidate demonstrates strong organizational skills, excellent customer service, sound judgment, and the ability to adapt quickly while maintaining a positive guest experience.

Preferred candidates should have an interest in Detroit history and have availability to work a combination of weekdays, weekends, occasional evenings, and potentially on holidays the museum is open.

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

Event Leadership & Coordination

- Serve as the primary operational lead during assigned museum events.
- Coordinate day-of-event logistics to ensure successful execution from setup through breakdown.
- Assign tasks and provide operational direction to Event Operations Specialists throughout each event.
- Monitor event timelines and proactively adjust staffing assignments as operational needs change.
- Ensure event spaces are prepared according to approved floor plans and client specifications.
- Verify all event spaces, furniture, equipment, signage, and amenities are event-ready prior to guest arrival.
- Conduct pre-event walkthroughs and final inspections before events begin.
- Assist in post-event inspections to ensure facilities are restored to museum standards.
- Communicate operational updates and emerging issues to the Public Programs Manager.

Team Guidance

- Provide day-to-day guidance and coaching to Event Operations Specialists during assigned shifts.
- Model professional customer service and operational excellence.
- Assist with training and onboarding new Event Operations Specialists on event procedures and operational expectations.
- Reinforce established operating procedures and safety practices.
- Provide immediate coaching regarding operational performance and communicate ongoing concerns to the Director.
- Foster teamwork and collaboration while maintaining a positive working environment.

Event Operations

- Participate in event setup and breakdown, including tables, chairs, staging, podiums, décor, signage, and equipment.
- Coordinate vendor, caterer, entertainer, and client load-in/load-out activities.
- Operate and troubleshoot museum audiovisual equipment, including projectors, microphones, sound systems, monitors, and presentation equipment.
- Ensure event spaces remain clean, organized, and presentable throughout the event.
- Coordinate with contracted custodial staff to address facility needs promptly.
- Assist with museum opening and closing procedures during events.
- Support retail operations during special events as assigned.

Guest Experience

- Deliver exceptional customer service to clients, vendors, guests, members, donors, and visitors.
- Serve as an on-site resource by answering questions and resolving concerns professionally.
- Anticipate guest needs and proactively address operational issues before they impact the event.
- Help maintain a welcoming, inclusive, and family-friendly environment.

Safety & Security

- Monitor event spaces for safety hazards and operational concerns.
- Respond appropriately to emergencies, incidents, and unexpected situations.
- Complete or assist with incident documentation as necessary.
- Ensure museum policies, emergency procedures, and safety protocols are followed.
- Escalate significant operational issues to leadership when appropriate.

Physical Requirements

- Ability to stand and walk for extended periods during programs and events (up to 8+ hours).
- Ability to lift, carry, push and pull items up to 50 pounds occasionally with or without reasonable accommodation; coordinate team lifts for heavier items.
- Ability to bend, stoop, kneel, and reach during event setup and teardown.
- Ability to move through-out both museum facilities, including areas accessible only by stairs.
- Ability to work in varying indoor and outdoor conditions, including evening outdoor programs at the Dossin Great Lakes Museum.
- Ability to operate a computer and related technology for extended periods.

General Responsibilities

- Maintain working knowledge of museum event procedures, facility operations, and event software.
- Assist with inventory of event equipment and operational supplies.
- Identify opportunities to improve event operations and workflow efficiencies.
- Support events at all Detroit Historical Society locations as assigned.
- Perform additional duties as assigned.

Required Qualifications for Successful Position Performance

- Excellent organizational and multitasking abilities.
- Strong leadership skills with the ability to coordinate the work of others.

- Exceptional interpersonal and customer service skills.
- Strong problem-solving ability, finding positive solutions in a fast-paced environment.
- Ability to communicate effectively with staff, vendors, clients, and visitors.
- Ability to remain calm during emergencies and changing event conditions.
- Data entry and computer skills; the ability to use Microsoft Outlook.
- Certified in Blackbaud Altru Fundamentals or willing to be certified within 90 days of hire date.
- Scheduling availability and flexibility to include weekdays, weekends, weeknights, and holidays in which the museums are open.

Preferred Qualifications

- First Aid/AED/CPR certification is a plus (can be obtained after hiring).
- Experience operating audiovisual equipment.
- Minimum one-year supervisory experience.
- Experience working in museums, hospitality, event venues, hotels, conference centers, or similar environments.

Education and Experience

- High school diploma or G.E.D. required
- Associate's degree or coursework in Hospitality, Event Management, Business, or a related field preferred.
- Minimum of three (3) years of progressively responsible experience in event operations, hospitality, facilities, customer service, or related experience; or an equivalent combination of education and professional experience.
- Previous experience serving as a shift lead, team lead, event captain, or similar operational leadership role.

Benefits

- Paid Parental Leave after 12 months of qualifying service in coordination with FMLA.

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.

Candidates must have reliable transportation and 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.