On-Call Events Coordinator

Location: San Francisco, CADepartment: Museum Rentals

Type: Part Time Min. Experience: Entry Level

SUMMARY

The Exploratorium’s Museum Rentals Department generates earned income for the Exploratorium through the rental of museum space during private events. This on-call position reports to the Museum Rentals Manager and is not eligible for benefits.

The Event Coordinator (EC) is responsible for assisting the Event Manager during the event and acting as a museum representative. It is the responsibility of the EC to supervise event staff, coordinate with caterers, vendors, event staff, security, and custodial while also ensuring the facility guidelines and policies are being followed during the load-in, event and load-out.

ESSENTIAL RESPONSIBILITIES:

- Enforce Exploratorium policies, procedures and safety regulations
- Provide logistical support for special events and museum rentals:
  - Advise event planners or caterers on approved floor plan for furniture, food and beverage, event lighting and entertainment
  - Assist Exploratorium’s Special Event Technician and other event staff in moving exhibits, benches and chairs as necessary
  - Supervise load-in, installation and load-out of vendors and equipment. This includes the event space, staging area, greenroom and catering prep areas
  - Follow the load-in schedule and ensure event preparation does not interfere with the museum’s normal functions during public hours
  - Monitor the event to ensure museum elements are in proper working order
  - Supervise event staff; Special Event Technicians, Event Explainers (Docents), and Special Event Associates to ensure tasks have been completed and schedules maintained
  - Oversee safety of guests, vendors, staff and the museum (checking egress and ensuring cables are taped, etc.)
  - Assist in opening and closing the museum for the event, which includes directing caterers and vendors to ensure the museum is returned to original condition and performing a final walk through with each vendor
- Act as an on-site liaison for clients and vendors
- Assist in mediation of conflicts amongst guests, clients, vendors, museum staff and emergency personnel
- Proactively work to ensure clients have a positive experience working with the Exploratorium’s Museum Rentals Department
• Other related duties as assigned

MINIMUM QUALIFICATIONS

• One year experience in coordinating events and working with staff, vendors, clients and other participants.
• Ability to coordinate activities of event support staff in absence of the Event Manager.
• Experience working in a museum setting is preferred.
• Calm under pressure, ability to direct staff, guest and vendors in a level headed manner in an emergency situation.
• Customer-service oriented.
• Organized, detail oriented; demonstrated maturity in judgement and actions.
• Excellent verbal communication skills; tact and diplomacy in dealing with people and handling difficult situations.
• Ability to lift 50 lb.

APPLICATION DEADLINE

Open until filled

HOW TO APPLY

This is an on-call position that does not include benefits. Please, no phone calls in regards to this job. To apply, please visit the Exploratorium job page.

The Exploratorium is proud to be an Equal Opportunity Employer and values diversity. We welcome and strongly encourage applicants from all backgrounds. All qualified applicants will receive consideration for employment.

Link to application available at https://www.exploratorium.edu/about/jobs/current-openings
On-Call Special Events Associate

Location: San Francisco, CA  
Department: Museum Rentals  
Type: Part Time  
Min. Experience: Entry Level

SUMMARY

The Exploratorium’s Museum Rentals Department generates earned income and attendance for the museum through the promotion, sales and management of the facility for special events. The Special Events Associate is on the frontline of the Museum Rentals staff, greeting and monitoring access to the museum, and must be friendly and approachable at all times as well as knowledgeable about the museum and the event taking place during their shift. They are also responsible for exhibit moves and monitoring the safety of guests and the museum. They work very closely in collaboration with Event Explainers and the rest of the event team. This position reports to the Museum Rentals Manager.

ESSENTIAL FUNCTIONS

- Monitor access to the museum or back of house facilities at specifically assigned locations
- Monitor vendor load in for safety and proper procedures
- Greet and assist all museum visitors; answer general questions about the museum
- Record and mark placement of exhibits and furniture before event moves begin
- Use proper equipment and safe procedures to relocate exhibits and museum furniture in designated gallery areas and other individual exhibits as requested
- Place stanchions and other museum furniture and equipment throughout the museum as requested
- Facilitate internal communication, as needed, with Operations, Custodians, “It” Person, First Aid, etc.
- Assist with enforcement of venue regulations and policies (designated smoking locations, food & beverage to remain in facility, etc.)
- Support other Special Events Associates by filling in as needed and through good, regular communication
- Represents the Exploratorium in a professional manner at all times including adherence to department standards
- Perform light security and crowd control
- Communicate with all event staff via radio
- Be prepared to initiate Emergency Response Procedures
- Other related duties as assigned

MINIMUM QUALIFICATIONS

- Six months special events or customer service experience required
- Conversational English proficiency required; bilingual skills an asset (Spanish a plus)
• Must be available to work shifts that include weekend, evening, late night, and holiday hours
• Possess a friendly, positive, enthusiastic attitude
• Ability to be professional and courteous in all interactions with event guests, event vendors, general public, and museum staff
• Able to exercise good judgment while working independently and collaboratively; works well in a team environment
• Able to work in a noisy and sometimes chaotic environment and be flexible under a variety of circumstances
• Punctual, neat and accurate in work habits
• Able to move from place to place which may include standing and/or walking for extended periods of time; lift and carry up to 75 pounds short distances

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On-Call Special Events Technician

Location: San Francisco, CA  
Department: Museum Rentals  
Type: Part Time  
Min. Experience: Entry Level

SUMMARY

The Exploratorium's Museum Rentals Department generates earned income for the museum through the promotion, sales and management of the facility for special events. The on-call Special Events Technician provides logistical and safety support during special events that take place outside of normal operating hours. This position requires working closely and responsibly with other museum staff and external event vendors to assure the success of the event. This position reports to the Director, Museum Rentals & Concessions.

ESSENTIAL FUNCTIONS

- Provide logistical support for museum rentals, special events and programs, including providing access to electrical distribution; opening and closing museum for special events; helping with exhibit moves before special events and restoring museum floor to original condition for public opening.
- Mitigate problems with building systems such as, but not limited to: resetting breakers and replacing fuses; shutting off gas, water and sprinkler systems; and operating fire extinguishers and performing final lock-up after the event when necessary.
- Support safety and security functions by providing first aid coverage, operating fire protection and burglar alarm systems and evacuating building occupants in the event of an emergency.
- Other related duties as assigned.

MINIMUM QUALIFICATIONS

- One year related special events experience.
- Ability to work well with others, take directions and use good judgment.
- Good verbal and written communication skills.
- Ability to work under pressure.
- Ability to climb ladders, move swiftly throughout museum, crawl into tight spaces and lift 75 lbs.
- Availability and willingness to work weekends, evenings and early mornings.
- Knowledge of Exploratorium's building systems and organizational structure preferred.
- Aerial platform / Lift certification is a plus.

APPLICATION DEADLINE

Open until filled
HOW TO APPLY

This is an on-call, non-exempt position that does not include benefits. Scheduling may vary and may include some weekend hours and evening shifts. Please no phone calls in regards to this job. To apply, please visit the Exploratorium job page.

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