



JOB POSTING

Job Title: Event Associate

Status: Regular

Number of Positions: 2

Classification: Hourly

Reports to: Event Sales Manager

Description

Reporting to the Event Sales Manager, this position shall assist with the programming and events of the Guest Experience Department of the Aquarium of Niagara. The Event Associate will perform the programming for the birthday parties, sleepovers, and other in-house private events. Event Associates may be required to work weekends, evenings and occasionally overnights. The Event Associate must model mutual support, excellent communication and joint problem-solving skills among Directors, Supervisors, Staff, Trustees, Vendors, and Volunteers/Interns. He or she must cultivate, support, and maintain a culture of inclusion and engagement (positive morale) at the Aquarium of Niagara.

Essential Responsibilities

- Serve as primary information and contact point for event programs including tour groups, birthday parties, sleepovers special events, and private events
- Provide administrative support to the department, such as record keeping, payment processing, correspondence, etc.
- Receive incoming phone calls, provide information, conduct call transfers, and take messages
- Work in close coordination with the Sales & Events Manager to provide support and assist with developing and evaluating the birthday parties, sleepovers, special events, and private events
- Assist in the set-up and breakdown of events and ensure cleanliness of event spaces
- Assist with logistical planning and welcoming group upon arrival to the Aquarium of Niagara
- Maintain a stocked inventory of supplies for birthday parties and events and communicate needs for ordering
- Maintain a friendly, courteous, and helpful attitude towards guests
- Special projects as assigned by the Aquarium Leadership team

Requested Requirements

- Must be willing to work a flexible schedule that includes weekdays, weekends, early mornings, evenings, and holidays, with the possibility of some overnights
- Good organizational skills
- Preferred: High school diploma, college degree in business
- Must be comfortable interacting with large groups of people of all ages and aptitudes while providing excellent customer service
- Able to supervise a group birthday party and run programs during the birthday party
- Be a flexible team player; ability to work well with Aquarium of Niagara staff and program participants
- Ability to multi-task as part of a fast-paced team
- Must demonstrate excellent oral and written communication skills
- Must have basic computer skills
- Able to add, subtract, multiply and divide
- Outstanding customer service skills and be able to represent the Aquarium of Niagara at all levels with professionalism and pride

Working Conditions

- Able to lift 50 pounds and walk over uneven terrain and in all weather
- Able to kneel, bend, stand, and climb a ladder
- Able to participate in mandatory first aid, CPR and AED training

To Apply

Please send resume and cover letter to jdusher@aquariumofniagara.org. Be sure to include **Event Associate** in the subject line of any correspondences.

The Aquarium of Niagara is an equal opportunity employer. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, color, creed, religion, sex, age, national origin, citizenship, sexual orientation, marital status, or any other classification protected by federal, state, or local law.