



AMERICA'S CAR MUSEUM®

EVENTS ASSISTANT POSITION DESCRIPTION

EFFECTIVE DATE:	<u>01/26/2026</u>	DEPARTMENT:	<u>Events</u>
FLSA CLASS:	<u>Non-Exempt</u>	DRIVING CLASS:	<u>N/A</u>
FTE STATUS:	<u>Temp, Part-time</u>		
REPORTS TO:	<u>Events Manager</u>		
SUPERVISES:	<u>N/A</u>		

GENERAL SUMMARY:

The Events Assistant is responsible for assisting the Events Department in achieving all operational and customer service goals associated with private event sales and event operations for America's Automotive Trust (AAT), and its member organizations; and supports the Events Department in facilitating event plans and timelines for AAT Signature events, external promotional events, and group tour and visitation efforts.

The Events Assistant is part of the Events Department, works closely with the Private Events Coordinator and Signature Events Coordinator, and is supervised by the Events Manager.

This position requires the ability to utilize discretion to make decisions in support of the organization's policies, guidelines, objectives, and departmental goals, the skills to instruct volunteers effectively, and the ability to work independently under minimal supervision, within general instructions and in compliance with set policies and procedures, to fulfill the responsibilities described herein. Evening, weekend and holiday work is required as the Events Assistant is expected to be onsite the day of the event to oversee set-up, troubleshoot problems, supervise volunteers, and provide client and vendor assistance as scheduled.

This position description has been designed to indicate the general nature and level of work performed by jobholders within this role. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job. To perform the job successfully, an employee must perform each essential responsibility satisfactorily. These requirements are representative, but not all-inclusive, of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

PRIMARY OBJECTIVES:

1. Assist the Events Department in providing exceptional support to clientele and vendors to encourage positive customer feedback and repeat bookings.
2. Support the Events Department in all aspects of the execution of private and signature events, external promotional events, and support logistics for internal events.
3. Uphold AAT's organizational and customer service standards to ensure that events are run with the utmost professionalism and positive outcomes.

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4. Provide administrative support, such as updating of Events Department forms, documents, and the event database to ensure data accuracy and accessibility to staff that are directly and indirectly involved with events.

MAJOR RESPONSIBILITIES:

1. Assist with entering data into rental agreements and creating event forms, book events on the Master Calendar, and update the Event Booking File Checklist.
2. Update the Sales Workbook with appropriate information, including event name, date of event, payments made, catering commission, and other relevant information pertaining to that event.
3. Reply to client email inquiries regarding private events.
4. Assist in acquiring event details from clients such as catering information, space needs, add-ons, hours of event, etc.
5. Conduct site visits and walk-throughs for private event clientele.
6. Create pre-event and post-event forms for files and maintains updated hard copy files for each event.
7. Assist in obtaining proof of insurance forms from clients prior to events.
8. Assist coordination of events.
9. Process payments and coordinate delivery of receipts for deposits and fees directly to the client.
10. Complete banquet rental set-ups including AV, beverage service, linens, etc.
11. Attend day-of events to assist with the facilitation of event client needs, private event timelines, and onsite vendor needs.
12. Assist with logistics and the execution of Events Department promotional events, external promotional events, and ACM internal events.
13. Support the Private and Signature Events Coordinators in the requisitioning of volunteers, creation of volunteer event information sheets, and providing day-of event volunteer and contracted temp staff supervision.
14. Book tour groups, including following reservation procedures, Master Calendar booking, and securing docents, as requested.
15. Correspond with group tour clients to respond to inquiries and assist with booking.
16. Track attendance of event attendees for billing.
17. Assist the Events Department in the planning and executing of AAT promotional events.
18. Assist with communicating between internal departments and external agents.
19. Maintain a flexible schedule, able to work weekends and late nights as needed.
20. Utilize MS-Outlook for email communications and scheduling.

QUALIFICATIONS:

The incumbent for this position must be at least 21 years of age and possess a high school diploma or equivalent and must have a minimum of 2 years of experience in event coordination, events planning, catering, or closely related field. A degree in Hospitality, Business Administration, Communications, or other relevant field is highly desired. A relevant degree may substitute for the experience requisite on a year for year basis.

Additionally, the incumbent must possess:

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1. The ability to pass an in-depth background investigation including criminal history, employment records, and personal references.
2. The ability to drive a personal vehicle for business purposes.
3. Demonstrated teamwork skills.
4. An ability to thrive in a fast-paced, dynamic environment, with high expectations for professional outcomes.
5. A track record of providing high levels of customer service.
6. A proven ability to multi-task and prioritize competing tasks while meeting deadlines.
7. The interpersonal skills, sensitivity, and ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types.
8. The able to critically analyze and resolve quantitative, logistical, and spatial problems.
9. The skill and ability to work independently with general instruction and minimal supervision while maintaining a team-oriented approach and attitude.
10. The ability to use M.S. Word, Excel, and Outlook.
11. The ability to lift and carry up to 35 lbs. periodically.
12. The ability to understand and effectively communicate in the English language, verbally and in written form.
13. The ability to bend, kneel, twist, and stand for long periods of time.

WORKING CONDITIONS:

1. Exposure to a combination of office, shop, commercial retail, commercial food, and outside environments.
2. Outside work is conducted in varying weather conditions.
3. Minimal exposure to cleaners and various other chemicals.
4. Minimal exposure to dust, gases, and fumes.

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