



## Redeemer West Side Job Description

**Position:** Assistant Events Manager

**FLSA Status:** Exempt

**Band:** 5

**Department:** W83 Ministry Center

**Work Hours:** Part-time A

**Date:** August, 2018

**Reports to:** W83 Events Manager

### Position summary

W83 Ministry Center seeks an experienced, conscientious, and collaborative Assistant Events Manager to supervise events staff and events production at W83 Ministry Center. Reporting to the Events Manager, the Assistant Events Manager is an integral leader on our Events team who takes care of client concerns, supervises events on site, fields immediate building needs, and manages the staffing schedule. As the home of Redeemer West Side Church, W83 Ministry Center also serves as a space for culture and community on the Upper West Side of Manhattan. Serving as the main floor manager during special events, the Assistant Events Manager is a face of hospitality representing W83 Ministry Center and Redeemer West Side, advancing our mission of serving neighbors across NYC by creating an appealing experience and providing the highest standard of customer service for all our guests.

### Job description

- Floor management - being an active and positive presence on the floor 2-4 shifts per week.  
Responsible for:
  - Upholding and enforcing all of W83's protocols and policies at all times
  - Supervising events and managing W83 staff responsible for event production activities
  - Being a positive, kind, and genuinely hospitable energy among staff and guests
- Ensure events and operations staff are supported so that they may perform to the highest degree and represent W83 Ministry Center accordingly
- Reporting incidents or negative guest experiences to the appropriate management staff
- Provide additional client support as needed for special events such as memorial services and weddings
- Responsible for managing immediate building needs on site during events
- Overseeing the events staffing schedule and coordinating with staff to make sure all shifts are filled
- Assist the Events Manager with special projects as needed

### Skills & Experiences

- Previous event experience, especially floor management, preferred
- Bachelor's degree or equivalent work experience
- Comfortable using office applications: G-Suite (Google Docs, Sheets, Slides, etc.) and Microsoft Office.
- Ability to stand for long periods of time and walk moderate distances

- Ability to lift, pull, and push a moderate weight (about 50 pounds)
- Must be able to work a flexible schedule, including weekends and holidays
- CPR certification and/or other first aid training a plus

### **Qualifications**

- Entrepreneur mindset with a strong work ethic; organizational and time management skills
- Flexibility to adapt to changing priorities/deadlines including the ability to multi-task and juggle many competing priorities
- Capable of thinking innovatively, using sound, professional judgment
- Ability to work independently and collaboratively; valuing teamwork within departments and across organizations within the Redeemer Presbyterian Church network
- Passionate about customer service and relationship management
- Able to stay calm under pressure and think quickly on his/her feet
- Excellent written and verbal communications skills
- Strong alignment with Redeemer West Side and W83 Ministry Center's mission, vision, and values.

### **Requirements**

At least three years of experience in events services including staff management and customer service. Excellent organizational, written and verbal communications and time management skills. Proficiency with basic computer applications including Microsoft Office and Google Drive. Must have flexibility in schedule to work evenings and weekends. Commitment to a high level of service and mature professionalism.

This position is 30 hours a week and includes benefits. Please send cover letter, resume to [hr@redeemer.com](mailto:hr@redeemer.com)