Position: Events and Facilities Specialist

Group: Administration
Reports to: Rentals & Events Manager
FLSA status: 40 hours per week (full time); non-exempt
Salary: $17.00/hr with 100% employer-paid health insurance premiums and additional benefits

Position Summary:

Under the general supervision of the Rentals and Events Manager and in close coordination with the Facilities department, the Events and Facilities Specialist will ensure that Explora is a safe, clean, and welcoming environment for visitors, members, volunteers, staff, and clients. The Specialist will focus on setting up and tearing down equipment and furniture based on given layouts and ensuring custodial and maintenance duties are complete, so that all rentals and events are of the highest quality. The Specialist will help deliver exceptional rental and event services for internal and external clients. Occasionally, this will include serving as a first point of contact for rental clients. The Specialist will support the Explora Facilities department, when custodial and maintenance support is needed for Explora's buildings and grounds. This position requires regular work on evenings and weekends as rentals, events, and facility needs dictate.

Explora is committed to building a diverse staff that reflects the demographics of New Mexico and strongly encourages applications from BIPOC candidates.

Essential Duties and Responsibilities:

- **Rentals and events:**
  - Create a welcoming environment for all Explora clients and partners while demonstrating stellar customer service at all times
  - Perform pre-event room cleaning and preparation, furniture and equipment set-up and tear-down, and post-event clean-up for rentals, daily programs, classes, camps, birthday parties, and special events, based on given layouts
  - Occasionally fill in as first point of contact for rental clients and ensure all needs and wants are relayed to the Rentals & Events Manager to finalize or implement plans
  - Work alongside the Rentals & Events Manager and event staff to execute rentals and events
  - Move heavy furniture, supplies and miscellaneous equipment as needed
  - Answer questions, problem-solve issues as they arise, and deal appropriately with client or partner concerns
  - Maintain composure in fast-paced environments and maintain a professional appearance and attire for any client interactions
  - Work independently to carry out delegated tasks preparing for or during a rental or event
- **Custodial, Grounds, and Facility:**

  - Clean, sweep, mop, clean carpets and flooring
  - Clean windows, sills, doors, walls, and dust areas as scheduled
  - Clean and sanitize restrooms and empty trashes in public and staff areas
  - Perform basic grounds keeping functions such as, picking up litter, pulling weeds, and emptying trash
  - Open and close building for daily business operations and for rentals and events
  - Assist Facilities department with maintenance duties such as minor repairs to patching walls and doors, painting trim, replacing fixtures and partitions, replacing damaged ceiling and floor tiles and carpet.
  - Participate in security operations by assisting with fire alarms, parking lot patrol, and assisting with emergency situations
- **General:**
  - Support and assist with the needs of all groups within Explora
  - Participate in Operations and Rentals & Events group meetings and activities
  - Learn and effectively utilize Google Suite
  - Work flexible schedule including evenings and weekends, as rentals, events, and business needs dictate
  - Play an active role in Explora's mission and conduct one's self according to Explora's core values
  - Other duties as assigned by director or manager

Minimum Qualifications:

- High School Diploma or equivalent
- One year or more of experience in events or custodial and building maintenance
- Experience in customer service
- Excellent verbal and written communication, organizational, and customer service skills
- Well-developed time management skills and attention to detail
- Ability to work both independently and with a team
- Initiative to establish and maintain effective interpersonal relationships with Explora employees, volunteers, visitors, vendors, and community partners
- Basic computer skills required; and point of sale or database systems a plus
- Expressed interest in scientific and artistic phenomena and education

Functional Work Characteristics:

- Requires sufficient skills to work in a business environment, including organizing, coordinating, exercising daily decision-making, analyzing, and interpreting
- Requires standing and/or walking up to 85% of the time, with regular need to perform physical actions that include sitting, stooping, kneeling, crouching, crawling, reaching, handling materials, pulling, carrying, and pushing
- Requires effective eye-and-hand coordination and manual dexterity
- May occasionally require lifting of various materials and equipment to a maximum of 75 pounds

Work Conditions:

- Most essential duties are performed in a museum, grounds, and office environment with exposure to a variety of business equipment and other pertinent materials normally found in this type of work setting
- Museum facilities may expose incumbent to high noise levels, temperature changes, liquid nitrogen, helium gas, electrical exposure, unpredictable ventilation, dust, and physical obstacles
- Grounds work and rentals may occasionally expose incumbent to outdoor weather conditions
- Work is normally performed in an area of limited privacy

Employment Screening and Compliance:

- Background check required
- Employee must comply with all operational policies, especially those involving the safety of fellow workers, volunteers, and client/customers
- Employee must maintain a current and valid driver's license to perform work duties, if position requires activities that require travel by motor vehicle, whether personal or company car

Employee Acknowledgement:

This job description is intended to convey information essential to understanding the scope of this position. It is not intended to be an exhaustive list of skills, efforts, duties, responsibilities, or working conditions associated with the position. Explora maintains the right to augment or delete duties and responsibilities as business needs dictate.

I have read and understand the entire contents of this job description, including the work demands and expectations of this position. I understand that my employment at Explora is employment "at will" and may be concluded at the convenience of Explora Science Center and Children's Museum of Albuquerque. I am aware of my right to notify my employer of any reasonable accommodation that may be necessary to perform this work. I further believe to the best of my knowledge that I am able to perform these duties and responsibilities. If I determine that an accommodation may be necessary at a later date, I shall notify my employer. I understand that my employer maintains certain rights as well under the Americans with Disabilities Act (ADA).

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Employee signature / Date signed

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Director signature / Date signed