

Job Description: Custom Events & Group Travel Assistant

Date: Spring 2024
Title: Custom Events & Group Travel Assistant
Department: Revenue & Enterprise
Position Reports To: Custom Events & Group Travel Manager
Status: Non-Exempt / Part-time

Summary: The Custom Events & Group Travel Assistant supports all aspects of event and group tour sales through successful execution of external event and group tour sales. They will also assist with internal events throughout the year. Eligible for Service Fees (Tips) based on events worked, and split.

Job Duties:

- Assists with planning and execution for events and group tours.
- Effectively works with security, maintenance, custodial, development, and other institutional staff to ensure that preparations are timely, and the events run smoothly.
- Resolves customer complaints.
- Enters reservations and sends confirmations for all groups within ATMS software.
- Organizes eatery vouchers upon request.
- Provides weekly group travel schedule to appropriate internal departments.
- Coordinates guided tour and catering experiences for groups when requested.
- Provides an orientation to the Center to groups as requested.

Competencies:

- Demonstrates excellent written and verbal communication.
- Organizes, plans, and prioritizes.
- Maintains relationships with customers, community, and staff.
- Makes decisions and solves problems concerning group travel and events.
- Implements ideas to improve service and sales.
- Manages several tasks and projects at the same time.
- Ability to work a flexible schedule.

Supervisory Responsibilities:

- Serves as Manager-on-Duty for events as needed to catering staff.

Required Education and Experience:

- A two- or four-year degree in business management or related field is desired, a combination of education and experience is acceptable.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

EEO Statement:

Buffalo Bill Center of the West provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual

orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

Position Analysis/Specifications

	<i>N/A</i>	<i>OCCASIONAL</i>	<i>FREQUENT</i>	<i>CONSTANT</i>
Sitting			X	
Standing			X	
Walking			X	
Bending Over		X		
Crawling	X			
Reaching			X	
Crouching		X		
Kneeling		X		
Balancing		X		
Pushing/Pulling		X		
Lifting/Carrying				
10 lbs or less			X	
11 lbs to 25 lbs			X	
26 lbs to 50 lbs		X		
51 lbs to 70 lbs	X			
Manual Dexterity			X	
Fine Motor Skills			X	
Gross Motor Skills			X	
Eye/Hand Coord.			X	
Near Vision				X
Far Vision				X
Color Recognition			X	
Hearing				X

Environmental Factors

	<i>YES</i>	<i>NO</i>	<i>Limited</i>
Working Outside	X		
Working Inside	X		
Working Alone	X		
Working Closely with Others	X		
Excessive Cold/Heat			X
Excessive Humidity/Dampness			X
Noise/Vibrations	X		
Working with Chemicals/Detergents/Cleaners	X		
Working Around Fumes/Smoke/Gas	X		
Walking on Uneven Surfaces	X		
Motorized Equipment or Vehicles			X
Working With Machinery/Motorized Equipment			X
Climbing on Scaffolds or Ladders (Step Stool)		X	