



Event Captain

Reports to: Event Manager
FLSA Status: Part Time, Non-exempt, Temporary
Date Written/Revised: November 2023

ORGANIZATION

Planet Word (www.planetwordmuseum.org) is an interactive museum that brings language to life with unique, immersive experiences for people of all ages. Nothing like it exists anywhere else in the world. Founded by Ann Friedman, the museum was established in the restored National Historic Landmark Franklin School, at the corner of 13th and K streets in the heart of Washington, D.C.

In addition to its gallery experiences, the museum hosts a robust series of events, including lifestyle celebrations, holiday parties, meetings, symposia, and receptions. The museum has a 150-seat auditorium, two 200-person multi-use event spaces, a roof deck, a courtyard, and two 40-person classrooms, all of which are utilized for events and programs.

At Planet Word, we strive to provide a forum for civil discourse and to be a place where our community, in all its vibrant diversity, can gather to share the words that bridge differences and forge solutions. We encourage and welcome applicants who will work to further this commitment and add to the diversity of our organization on multiple dimensions.

POSITION

The Event Captain is a fun, detail-oriented position for active people with strong problem-solving skills. Reporting to the Events Manager, this role is responsible for managing the setup of private admissions, and interfacing with clients and other production partners (Catering, A/V, etc.) to ensure the smooth production of Planet Word's many private groups. This position manages the guest experience, oversees logistics to preserve the historical building and its assets, adheres to organizational policies, and maintains positive rapport with internal and external partners.

ESSENTIAL FUNCTIONS *(other duties as assigned):*

- Provide excellent customer service to our clients and their guests.
- Strong command of Planet Word's policies regarding private group admissions and the ability to clearly communicate these policies to clients and vendor partners.
- Ensure museum asset protection, including installation of protective pads, stanchions, etc.
- Understand and execute event details based on Event Service Order documents.
- Responsible for a safe and successful event, including the preservation of facilities and ability to confidently execute the emergency evacuation procedures if necessary.
- Execute event wrap-up with client and write closing reports, including incident reports when applicable.
- Adhere to Planet Word's food, beverage, and alcohol policies and procedures and represent the museum's core values.

QUALIFICATIONS AND SKILLS

- High School Diploma or GED
- 1+ years of customer experience in events and/or retail a plus.
- Proficient in MS Office Software
- Ability to work independently and in a team environment.
- Demonstrated punctuality and dependability.
- Strong attention to detail and organization skills
- Professional verbal and written communication skills
- Strong problem-solving skills
- Prior Events and/or Service Industry experience a plus

OTHER REQUIREMENTS

- Availability to work weekends, evenings, and late nights depending on client and department needs.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical abilities to perform all core functions and duties of the position, including but not limited to the following: ability to communicate clearly; visual acuity including but not limited to color vision, depth perception, central and peripheral vision, close vision, visual acuity to read, and visual acuity to view a computer monitor for long periods; manual dexterity to operate a computer keyboard for long periods. Standing for prolonged periods of time; lifting up to 40 pounds; bending, reaching, pushing, pulling, climbing a step ladder.

Planet Word advances equity and inclusion in the workplace by providing equal employment opportunity to all as part of a work environment free from discrimination. We encourage and welcome applicants who will work to further this commitment and add to the diversity of our organization on multiple dimensions including race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, exercising the right to family care and medical leave, genetic information, marital status, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), gender, gender identity, gender expression, age, sexual orientation, military and veteran status, political affiliation, or arrest or conviction record.

SALARY AND BENEFITS

\$26/hour

TO APPLY

Please send your resume and a letter of interest via email to:

careers@planetwordmuseum.org

Subject: Event Captain

Planet Word's policy is to provide equal opportunity employment (EOE) to all persons. Planet Word recruits, employs, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status.
