



RANCHO LOS CERRITOS

4600 Virginia Road, Long Beach, California, 90807 • (562) 206-2040
rancholoscerritos.org

Special Events & Site Use Associate Job Description

Job Title: Special Events & Site Use Associate (Associate)

Hours: Part-time / 30 hours per week / Nights and Weekend Availability Required

Compensation: Salary is based on experience. \$18.00 - \$20.00 per hour

Please note: Employment by the Rancho Los Cerritos Foundation is "at will."

Position Description: The Rancho Los Cerritos Foundation is looking for a self-motivated individual who is interested in assisting with special events at the Rancho Los Cerritos Historic Site.

The Associate will work with the Site Use & Special Events Coordinator to plan and execute private and public special events and programs to drive revenue and support the Rancho Los Cerritos Foundation. The Associate should be enthusiastic, like to interact with people and have a passion for organizing events.

As part of the Rancho team, the Associate will:

- Help plan and execute private and public special events and programs to drive revenue and support the Rancho's campaign and strategic plan goals.
 - Private Events include but are not limited to: Weddings, Birthdays, Meetings, other Celebrations.
 - Public Special Events include but are not limited to: Festivals, Outreach Events, Community Celebrations
- Work as a liaison between the Development and Facilities/Maintenance Departments to set up, break down, and assist with events and public programming.
- Work with the Site Use & Special Events Coordinator to manage & update the current digital booking/client flow platform for site use clients.
- Correspond with site-use clients and museum guests in-person and digitally in a professional, courteous, and prompt manner.
- Develop materials for site use and programs.

Other Responsibilities:

- Work directly with the Special Events Coordinator to ensure the client's needs are met.
- Answer email, phone, and in-person event inquiries.
- Plan, order, and execute packages for each event contracted.
- Help maintain consistent and organized records of past events, prior clients, vendors, and site use paperwork.
- Assist with managing the events calendar & updating the RLC master calendar and RLC website with site-use bookings, site closures, and/or public programs.
- Assist with managing site use marketing materials and advertising/marketing plan.
- Assist the marketing department with social media inquiries, content creation, or scheduling of posts.
 - Relating to site use, public visiting hours, and/or development events.
- Assist the development department with database information for site use clients and donors.
 - Work with the Donor Perfect software platform.
- Assist the Special Events Coordinator with RLC internal event planning and execution.
 - (Fundraisers, volunteer events, Rancho Los Cerritos educational programs, community partner events, etc.)
- Greet guests as they arrive on the property.
- Supervise events on the property and ensure the venue's policies are followed.

- Create and maintain excellent communication and relationships with clients and vendors before, during, and after their event has concluded.
- Assist in handling and resolving client issues and concerns relating to their event or cleanliness.
- Other duties as needed or assigned.

Requirements:

- Outstanding written and verbal communication skills.
- Friendly, enthusiastic, warm, and positive attitude.
- Strong organizational skills with superior attention to detail.
- Ability to problem-solve issues.
- Ability to prioritize, multitask, and meet deadlines.
- Results-driven, proactive, and able to work independently and in groups.
- Ability to oversee and execute projects with a minimum amount of supervision.
- Effectively handle a broad range of interpersonal contacts.
- Professional demeanor, ethical behavior, and excellent interpersonal skills.
- Flexibility in work schedule to include nights, weekends, and holidays.
 - Nighttime and weekend availability is required, although hours will be flexible to align with the events calendar or other Rancho programs.
- Excellent grooming at all times.

Requested Experience:

- Related experience in events, hospitality, or other customer service-related industry.
- Proficiency in Microsoft Office products including Word and Excel.

Additional Suggested Experience or Qualifications:

- California Food Handler Certification
- Responsible Beverage Service Certification
- Bilingual or Multi-Lingual is a plus.
- Experience with Honeybook.com, other digital client flow platforms, or booking software.

Physical Requirements:

- Ability to work in all weather conditions- in and outside.
- Ability to walk and stand for long periods.
- Able to bend, shift, and push easily.
- Ability to carry and lift 50+ lbs. safely.

Position Reports to:

Mallory Rydell

Site Use & Special Events Coordinator

Malloryr@rancholoscerritos.org

Rancho Los Cerritos is an equal opportunity employer and is committed to creating a diverse environment. All qualified applicants will receive consideration for employment regardless of race, gender, sexual orientation, immigration status, national origin, disability status, age, or veteran status.