 YORK COUNTY HISTORY CENTER
Position Description

Position Title: Rental Assistant
Primary Location: York County History Center Museum
Status: Part Time, Non-Exempt
Supervisor: VP Visitor Engagement

Summary:
The Rental Assistant provides support services for weddings and other celebratory events taking place at York County History Center sites: the History Center Museum, Agricultural and Industrial Museum, Colonial Complex and Fire Museum. This position is highly visible and the central point for handling and addressing needs for day-of event rental clients to ensure that the event runs smoothly from set up through closing. Shifts are on an as-needed basis and will include weekday and weekend evenings. Work schedule and total hours worked will vary based on the rental calendar and the candidate’s availability and flexibility.

Responsibilities:
- Open and close event venues/spaces according to established rental contract.
- Serve as the liaison with on-site catering staff, vendors and rental clients throughout the event.
- Respond to questions and monitor activities in all spaces.
- Inspect site before, during and after events; documenting and reporting to the Rentals Coordinator any damage or incidents involving guests.
- Ensures proper care, movement, and storage of all History Center equipment such as tables, chairs and sound system.
- Provides customer service as needed and dispenses useful information to event-goers.
- Ensures the event space is clean and well maintained throughout the rental including pre-function areas, bathrooms and parking lot.
- Understands, follows and enforces established museum policies and procedures.
- Understands and is able to perform emergency procedures (i.e. fire evacuation, accident reporting).
- Communicates any other concerns/issues post-event with appropriate facilities and visitor services staff.

Other: Performing other duties as required

Qualifications:
- Preferred previous guest relations experience
- Strong customer service skills
- Be able to work independently
- Possess strong communication and interpersonal skills
- Be reliable, flexible and personable
- Willingness to take initiative and make decisions in customer service
- Must be at least 21 years old
- Must be capable of general physical movement i.e. standing and bending throughout the day.