



THE WILLOWS AT ASHCOMBE MANSION

VENUE CONCIERGE- JOB DESCRIPTION

Position Type: Part Time

Work Week: Non-typical, Average 20-40

Reports To: Director of Events

Position Description: As the Willows at Ashcombe Mansion Venue Concierge, you will work alongside the Director of Events and Venue Sales Specialist to ensure all clients and guests at our venue experience the best customer service possible. You will sometimes be the first and possibly even the last to engage with our customers and as such the venue depends on your friendliness and efficiency.

Key Job Responsibilities:

- Prepare for tours and planning meetings - ensuring venue is clean and tidy at all times and ambience and amenities are as they should be (music is on, lighting is correct, beverages are stocked, etc)
- Assist the Director of Events and Venue Sales Specialist with admin tasks as needed
- Welcome clients and guests upon entrance and assist with needs
- Act as the point of reference for guests, clients and vendors during events. Anticipate their needs and provide them with guidance and assistance
- Acquire extensive knowledge of the venue to make the most suitable recommendations for both the venue and its clients and their guests and vendors.
- Coordinate with the Venue Management Team to ensure the client's vision comes to fruition
- Assist with Setting and maintaining of Venue Equipment, Beverage, and Catering Equipment (Including awkward and heavy materials such as staging, tables, chairs, dance floors, etc)
- Participates as a team member with all pertinent company employees in producing an efficiently run operation that meets the highest standards of customer service.

Required Qualifications:

- MS Office and Google Suite Proficiency
- 1+ years of previous customer service or hospitality experience
- Must have a service oriented mindset and be capable of making every guest feel valued
- Knowledge of basic office equipment, including printers, scanners, copiers, etc
- Exemplify strong organizational skills and attention to detail
- Competent working with Microsoft Office suite, including Word, Outlook and Excel
- Willing to work irregular shifts and weekends