

Warren County Public Library

Job Description

Position Title: Capitol/SOKY Center Contractor Event Staff

Reports To: Manager of the Capitol, Manager of SOKY Center, Capitol/SOKY Center Lead, Technical Director, and other full-time Capitol staff

Employment Type: Contract/Part-Time

Primary Location: The Capitol - 416 E. Main Ave. 42101

Additional Locations: SOKY Center - 636 Center St. 42101 & other locations as necessary

Starting Compensation: \$18/hour

Position Summary

Capitol/SOKY Center Contract Event Staff is ideal for someone with a hospitality background who is comfortable working independently. Event staff are responsible for representing WCPL during events that take place at the Capitol or SOKY Center after regular opening hours. These events include but are not limited to movie screenings, stage plays, concerts, birthday parties and private rentals, speaker events, and field trips. This role is ideal as a supplementary income as hours are inconsistent week-to-week.

Essential Duties and Responsibilities

- Act as a host and WCPL representative at a variety of events.
- Coordinate and communicate in writing relevant event information such as statistics and incidents with the Capitol/SOKY Lead as well as the managers of SOKY Center and the Capitol.
- Responsible for opening and closing the building, locking doors and maintaining security at close.
- Cleaning tasks such as mopping floors, cleaning bathrooms, taking out trash, wiping down surfaces, etc.
- Providing excellent customer service.
- Managing general event tasks such as scanning and selling tickets, counting patrons and recording statistics and monitoring the lobby/being available to patrons during an event.
- Writing incident reports or recording information appropriately for future incident reports
- Basic understanding of Etix software.
- Proficient understanding of tech equipment used for movies, speaker events and discussion panels.
- Communicating relevant information about an event, the facility, or supply needs to the Capitol Manager or Lead in a timely manner either by email or by email and text

depending on the urgency of the situation.

- Must be able to accurately and responsibly handle cash and cross reference with different cash reporting systems.
 - Prepare the space for wellness classes or other programming at SOKY—making sure the space is clean, lights are on, all needs are met for the program, etc.
 - Responsible for accurately invoicing for hours worked and being accountable to shifts as they are assigned.
 - Perform other duties as assigned.
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Knowledge, Skills, and Abilities

- Excellent project management and organizational skills.
 - Strong communication and independent problem-solving abilities.
 - High emotional and interpersonal intelligence.
 - Ability to prioritize and manage time-sensitive tasks.
 - Confidence and energy in public/group settings.
 - Familiarity with community assessment and engagement best practices.
 - Cultural competence and empathy in serving patrons from diverse backgrounds.
 - Proficiency with Google Workspace and Microsoft Office Suite.
 - Competent and responsible with cash handling.
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Qualifications

Education and/or Experience (one or more of the following):

- Experience in hospitality/food service management.
 - Experience in community service or outreach roles.
 - Experience working in theater spaces or major events
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Essential Expectations

- Punctuality
- Reliability
- Friendly demeanor/attitude towards patrons and colleagues
- Ability to follow direction and take feedback from the Manager, Lead or other full time Capitol staff.
- Adherence to the WCPL code of conduct and all WCPL policies.
- Ability to de-escalate and redirect disgruntled patrons.

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.