

Facility House Manager Job Description

The Facility House Manager has direct responsibility for overseeing the execution of facility rentals occurring at the Ann Arbor Art Center.

Primary Responsibilities:

- Serving as the liaison and primary customer service staff member between the Art Center and the client throughout the course of the rental
 - Duties include, but are not limited to:
 - Providing excellent customer service to the guest(s) of honor to ensure that all requests are met at time of event
 - Enforcing rules and regulations stated in the Rental Agreement
 - Resolving and recording complaints, problems, or challenges encountered during the rental
 - Ensuring that guests are greeted and directed to correct event space promptly and courteously

- Facility Management
 - Duties include, but are not limited to:
 - Arriving prior to the event to ensure the space is ready for the rental; including removal of and set-up of furniture before and after rental
 - Acting as an effective liaison between event staff including rental company, caterers, bartenders, etc. and ensuring that all vendors follow rules and regulations
 - Overseeing preparation of public areas, including restrooms, before guests arrive, and maintaining cleanliness during event hours
 - Ensuring security in all areas and assets of the building, including but not limited to artwork, merchandise and equipment.

This is an hourly, on-call position; you will be notified a minimum of 3 weeks prior to a rental and must be available nights and weekends. Candidates should have experience working with the public and have strong organizational and communication skills. Must be able to perform general physical activities that require considerable use of arms and legs and moving whole body such as walking, lifting, stooping, and handling of materials that weigh between 25-50 lbs. Please send cover letter and resume to aarbor@annarborartcenter.org with House Manager in the subject line. Review of applications will be ongoing.

