



Event Lead (occasional contract)

Opened in September 2014, the Aga Khan Museum in Toronto, Canada offers visitors a window into worlds unknown or unfamiliar: the artistic, intellectual, and scientific heritage of Muslim civilizations across the centuries from the Iberian Peninsula to China. Our mission is to foster a greater understanding and appreciation of the contribution that Muslim civilizations have made to world heritage, and to connect cultures through art. Honouring the spirit of collaboration upon which the Museum is built, the Aga Khan Museum is deeply committed to both forging relationships with Canadian institutions and communities, and to preserving an international mandate. As a vibrant educational institution, the Museum encourages the full spectrum of public engagement with its exhibitions, live arts programming, and diverse Permanent Collection of more than 1,000 objects dating from the 8th to the 21st centuries.

Purpose of Position

Reporting to the Hospitality and Event Services Manager, the Event Lead will be responsible for managing events as and when required.

Key Responsibilities

- Opening and securing premises before and after the event, and supervising during event production
- Ensuring that the venue is run in a safe, orderly and disciplined manner in accordance with all City of Toronto and AKM health & safety, fire code/fire lane and building regulations and sound restrictions
- Confidently and professionally representing AKM, and communicating the AKM mission and mandate upon request
- Ensuring operational and service checklists are completed thoroughly and with attention to detail
- Ensuring clients/caterers/vendors are fully informed of, and adhere to, event and facility policies and procedures
- Providing set-up/tear-down duties as assigned, and as per client requirements
- Providing front-of-house duties as assigned, and as per client requirements
- Ensuring that a high level of cleanliness, safety, and hygiene is maintained in the event space(s) and associated areas, including kitchens and washrooms, and identifies hazards and problems if they arise
- Monitoring, supervising, and reporting back on the work of the security staff and all other contracted staff/vendors
- Ensuring garbage is disposed of properly and clients/ vendors/caterers adhere to the policy of the facility
- Ensuring all rentals are received and returned
- Adhering to uniform requirements as communicated (i.e. blacks/casual etc.)
- Ensuring seamless shift changes, if any
- Submitting an event report electronically after each event to the Hospitality and Event Services Manager and promptly reporting any incidents
- Contacting the Hospitality and Event Services Manager in the event of an emergency
- Any other reasonable duties as required



Qualifications & Experience:

- Minimum 3 years of experience working in a team-oriented, collaborative customer-facing environment
- Extensive knowledge of food safety, service, and hospitality industries
- College degree or diploma, or equivalent combination of education and experience.
- Smart Serve certified
- Food Handler's Certificate considered an asset
- Basic computer skills
- Ability to deal effectively with a variety of people and resolve conflict when necessary
- Excellent communications, interpersonal and analytical skills.
- Exceptional customer service orientation with a positive and proactive attitude.
- Availability to work evenings, holidays, and weekends.
- Ability to multi-task effectively
- Time management and organizational skills
- Ability to lift up to 50 lbs., and stay on feet for extended periods of time

To Apply

Please note that AKM is an equal opportunity employer and is committed to fair and accessible employment practices. Upon request, suitable accommodations are available under the Accessibility for Ontarians with Disabilities Act (AODA) for applicants invited to an interview.

This is an occasional contract position and selected candidates will be engaged as and when required. Please send your cover letter and resume to akm.hr@akdn.org on or before **July 15, 2016**.

The Museum thanks all those who apply, however only shortlisted candidates will be contacted.