Events Associate (Occasional)

The Aga Khan Museum (AKM) connects cultures and communities through art. The Museum’s mission is to foster a greater understanding and appreciation of the contributions that Muslim civilizations have made and continue to make to world heritage.

A Toronto-based Museum, the institution promotes pluralism and acts as a catalyst for change through an array of on-site and digital programs. Visitors engage with its diverse Permanent Collection and exciting roster of exhibitions, performing arts, and education programs. The Museum’s bold vision – to spark cross-cultural dialogue through education, inspiration, and innovation – is changing perceptions and building bridges between cultures globally.

Purpose of Position

Reporting to the Events Manager or designate, the Events Associate will be responsible for coordinating events in the Museum, including managing the pre-arrival logistics and communication with assigned clients as well as delivering events. They serve as the client liaison between the client and the institution. With a focus on customer service, organization, and efficiency, the incumbent will be responsible for the adherence to institutional policies and procedures during events, ensuring that clients receive professional and prompt service.

Key Responsibilities

• Coordinating the planning and execution of assigned events, including establishing itineraries, booking all event resources, communicating event set-up and audio-visual requirements in consultation with the relevant departments.
• Preparing event briefing notes for events and distributing to applicable teams and departments as well as contractors/suppliers and partner institutions.
• Booking and maintaining accurate event files in the events database.
• Liaising with assigned clients, pre-event and serving as their primary point of contact.
• 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 necessary protocols relating to health and safety and emergency.
• Providing set-up/tear-down duties including the receipt and return of rentals and garbage disposal and ensuring that the venue is ready for operations the following day.
• 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 identifying hazards and problems if they arise.
• Supervising all staff and volunteers in the absence of the line manager onsite, working an event and ensuring roles are adhered to.
• Ensuring clients and third-party contractors are fully informed of, and adhere to, event and facility policies and procedures.
• Directing clients, staff and volunteers in case of an emergency evacuation ensuring the safety of all present.
• Submitting an event report after each event and promptly reporting any incidents.
• Any other tasks assigned by the line manager.
Qualifications & Experience

- Minimum College degree or diploma in administration or related field.
- Minimum two years of experience working in a team-oriented, collaborative customer-facing environment; experience in a cultural institution or a museum venue will be advantageous.
- A positive, friendly, outgoing, winning attitude with excellent communications, interpersonal, analytical skills and problem-solving experience.
- Exceptional customer service orientation.
- Strong organization and time management skills and the ability to plan and prioritize complex and competing workloads under time pressures.
- Experience in event delivery.
- Strong computer skills, including POS and MS Excel.
- Well-developed interpersonal, oral and written communication and presentation skills.
- Flexibility to work evenings, holidays, and weekends is required.
- Ability to lift up to 50 lbs., and stay on feet for extended periods of time.
- Expressed interest in the mandate of the Museum.

Please note that the hourly rate for this position is $21.00 with 4% vacation pay.

To Apply

Please send your cover letter and resume to akm.hr@akdn.org. This will be an ongoing recruitment.

Applicants must be fully vaccinated, as defined by Public Health. The Museum will comply with its human rights obligations and accommodate applicants who are legally entitled to accommodation under the Ontario Human Rights Code.

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

Please note that the Museum 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 for applicants invited to an interview.