



JOB DESCRIPTION

POSITION TITLE

Café + Rental Administrator

ORGANIZATION

The Café + Rental Administrator is responsible for the administration and support of renting space for the Museum of Contemporary Art Detroit from initial engagement to post-rental follow up. The ideal candidate will be experienced in handling a wide range of administrative and executive support related tasks and will be able to work independently with little or no supervision. This person must be exceedingly well organized, flexible and enjoy the administrative challenges of supporting a growing non-profit organization.

The Café + Rental Administrator is responsible for the full operational management of Café 78. A successful Administrator will be able to meet or exceed budget revenue goals, and ensure that the customer experience is positive and encouraging of repeat visitation.

CLASSIFICATION

Full-Time, Exempt

SUPERVISOR

Director of Operations

Qualifications

- A minimum of 3 years of relevant administrative experience, including customer service, and basic knowledge of accounting procedures.
- Proven ability assisting with large-scale special events.
- Excellent interpersonal skills and ability to work on a team.
- Excellent written and oral communication skills.
- Excellent organizational abilities.
- Keen passion for contemporary arts and special events.
- Working knowledge of Apple OSX, MS Office Suite (Word and Excel), as well as online calendars.
- Ability to handle high volume, busy periods.
- Ability to stand for extended periods of time, climb stairs and ladders, bend, stoop, sit, push, pull and perform tasks requiring manual dexterity.
- Lift up to 25lbs from ground to above shoulder.
- Must be TIPS and ServSafe certified

MUSEUM OF CONTEMPORARY ART DETROIT

4454 Woodward Ave Detroit MI, 48201

313 832 6622 phone

www.mocadetroit.org



Responsibilities

Facility Rental

- Field incoming calls, questions, and requests regarding rental of the facility.
- Serve as a backup in providing tours of the facility to potential clients.
- Ability to manage small scale events.
- Assist with all internal MOCAD events and external rental events when needed.

Administration

- Maintain client files.
- Create and maintain client database.
- Follow-up and arrange meetings with clients, answer questions and inquiries regarding renting the facility.
- Obtain completed contracts, payments, insurance vouchers, etc.
- Maintain and interpret records for any additional costs to clients.
- Maintain and interpret records for daily, weekly, and monthly reports on sales, inventory, and staffing.
- Provide thank you letters to recent clients.
- Maintain follow-up communications with previous clients.
- Coordinate the café schedule, covering different shifts if necessary.
- Perform additional administrative tasks as assigned.
- Actively market MOCAD's café and venue for rental events.

Café

- Manage the day-to-day operations of Café 78.
- Work with the Operations office to reconcile open financial items.
- Communicate clearly with all cafe employees to ensure effective cafe operations.
- Ensure that proper opening and closing procedures are maintained by café staff.
- Obtain customer feedback and make appropriate business developments or changes to meet customer needs.
- Manage and motivate the café team (including: hiring, firing, performance management, and recognition of duties).
- Train new employees and provides ongoing training for all café staff.
- Act as a liaison between the café and all other departments, communicating relevant information to the café staff as needed.
- Beverage management and inventory.
- Research new food products as needed to maintain quantity and quality of merchandise.
- Coordinate sizeable food and beverage orders for daily operations and special events or large groups.
- Properly maintain and use all equipment per manufacturer's and company specifications.

If you are interested in applying for this position, please do so in writing to Museum of Contemporary Art Detroit, 4454 Woodward Ave., Detroit, MI 48201 or email hr@mocadetroit.org

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