

FIELD ARTS & EVENTS HALL

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Job Posting: Service Lead

Location: Field Arts & Events Hall - Port Angeles, WA

Position: Part-Time, Hourly

Reports to: Operations Manager

Pay: \$22/hour, non-benefitted, participates in tip pool

ABOUT FIELD HALL

Field Arts & Events Hall (FAEH) is a dynamic non-profit cultural institution located in the heart of Port Angeles, WA, offering a diverse array of arts programming and event support. Our mission is to be a home for arts and events that brings people together and strengthens our community. FAEH is a new impressive world-class facility that boasts world-class service.

JOB SUMMARY

The Service Lead at Field Arts & Events Hall is a frontline leader who ensures smooth and successful event execution. The Service Lead will supervise support staff and maintain the highest standards of service, hospitality, and cleanliness. This hands-on position ensures shift checklists are completed, service expectations are exceeded, and that every guest interaction is met with warmth and professionalism. The Service Lead also acts as the main point of contact for rental clients during their events, ensuring clear communication, prompt response to needs, and overall client satisfaction from arrival through event wrap-up.

ESSENTIAL JOB FUNCTIONS

Team Leadership & Event Execution

- Promote, work, and act in a manner consistent with the mission of Field Arts & Events Hall.
- Supervise support staff during events, ensuring the team is properly staffed and delegated.
- Ensure all shift checklists are completed and service standards are consistently met or exceeded.
- Oversee event setup and breakdown, including managing the “flip” between performances and post-event transitions.
- Train and coach new and current support staff to uphold legendary service standards and hospitality protocols.
- Implement and hold support staff accountable for established service procedures and side work assignments.
- Maintain strong attention to detail in cleanliness, presentation, and timing.
- Ensure all event staff adhere to FAEH’s code of conduct and maintain professionalism at all times.

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Client Relations

- Serve as the main point of contact for rental clients during events, providing clear communication, timely support, and professional service.
- Address client questions, concerns, and changes in real time, collaborating with internal teams to find effective solutions.
- Represent Field Hall with professionalism and hospitality, ensuring rental clients feel confident, heard, and well-supported.
- Communicate client feedback and event notes to the Operations Manager following each event.

Guest Experience

- Ensure all guests are greeted warmly and professionally and receive attentive, efficient service throughout their visit.
- Monitor guest satisfaction and respond to concerns promptly and courteously.
- Model and promote a culture of hospitality and excellence among all support staff.

Health, Safety & Compliance

- Ensure compliance with Washington State health code regulations and MAST requirements.
- Lead by example in maintaining a clean, safe, and organized event and service environment.

SUPPLEMENTAL JOB FUNCTIONS

- Collaborate with kitchen and café teams to ensure seamless guest service and event transitions.
- Support with event planning logistics, room setups, and occasional administrative tasks.
- Provide feedback to the Operations Manager about team performance, client experiences, and process improvements.

TOOLS & TECHNOLOGY

- POS (Point of Sale) system
- Event layout and scheduling tools
- Communication devices (e.g., radios, tablets)
- Microsoft Office Suite
- Cleaning and food service equipment

QUALIFICATIONS

- Must have a current Washington State Food Handler's Card.
- Must have valid MAST certification.
- Previous supervisory experience in hospitality, event operations, or customer service preferred.

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- Excellent communication and problem-solving skills.
- Proven ability to lead a team in a dynamic and fast-paced environment.
- Strong attention to detail and commitment to creating a positive guest and client experience.

REQUIREMENTS

- Must be able to work evenings, weekends, and holidays as needed.
- Ability to stand for extended periods and work in a physically active role.
- Must be able to bend, stoop, lift, and carry items weighing up to 35 pounds regularly and occasionally push/pull up to 75 pounds.
- Demonstrated professionalism, patience, and composure under pressure.

COMPENSATION

- \$22.00 Hourly plus eligibility for tip pool participation
- Accrues paid sick time

APPLICATION PROCESS

Applicants must submit the following to be considered:

- Cover Letter
- Resume

To apply, please send your resume and cover letter to Shannon@fieldhallevvents.org with the subject line **Service Lead Position**.

This description outlines the core responsibilities and expectations for the Service Lead role at Field Hall. It is not an exhaustive list and may evolve based on the organization's needs. The Service Lead must consistently demonstrate a proactive, self-starting attitude, with a focus on maintaining exceptional standards of food safety, quality, and operational excellence.

Equal Opportunity Employer:

Field Hall is an equal opportunity employer and values diversity. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation,¹ age, marital status, veteran status, or disability status

As an equal opportunity employer, we highly encourage people from historically marginalized groups to apply, including people of color, persons with disabilities, and members of the LGBTQ+ community.

Any offer of employment is contingent on a successful background check.