

At Nocturne, we believe that hospitality is a sacred and noble enterprise. We are looking for people who find joy in striving for excellence and take great pride in being hospitality professionals.

Here are the details for our Part Time Event Administrative Assistant position:

Job Duties:

At Nocturne we view our Administrative Assistant as the key person responsible for making our leadership team more efficient and successful. They must have a passion for the guest experience and obsessive attention to detail. No matter if it is a simple guest inquiry or a detailed input of payroll, this person ensures their task list is executed with precision.

Job duties include all the details that go into the seamless back office operation of restaurants. These include, but aren't limited to:

- Responding to customer inquiries and by email, in person, and on the phone by providing timely and knowledgeable information in order to provide quality customer service.
- Ensuring detailed communication with all business leaders including but not limited to interacting with culinary team, bar team, service team, host team, management, owners, etc.
- Accurately prepare and input bi-weekly payroll hours, service charge pool, and credit card tip details.
- Assist in administrative tasks for Noble Riot, a sister restaurant concept located next door to Nocturne.
- Accurately input event details into website calendar and social media platforms.
- Utilize google sheets, MS Excel, MS Word, and google documents for the preparation of data, reports, and team information.
- Clear knowledge of Nocturne and Noble Riot's policies and procedures, including but not limited to reservation/host standards, space and rental policies, contracts, musician agreements, third party vendor requirements, etc.
- Present all written items (sales materials, menus, etc) in a way that is reflective of our brand identity with professionalism and attention to details.
- Develop and maintain materials and copy for promotional collateral in both print and online formats. Including: company webpage, social media platforms, and posters.
- Present a clean and professional appearance at all times.
- Maintaining a warm, courteous, and refined demeanor at all times.
- Perform other duties as assigned, requested or deemed necessary by management. (In other words, as a team player, you might be asked to pitch in for things we haven't even imagined yet and so we couldn't include them on this list).
- During the course of your shift, if a ball is dropping, your job is to catch it.

Qualifications

- Must have a great attitude and high regard for upholding service standards.
- Must have high attention to detail and ability to follow specific standards and procedures with consistency.
- Must be fluent in oral and written English.
- Must have vision ability to clearly see detailed guest checks, computer printouts, written instructions and to observe the entire restaurant in dimly lit conditions.

- Must have manual coordination to punch buttons, grasp items in hand, and to balance and carry trays holding plates of food and glasses of beverages.
- Must have the ability to perform multiple tasks at one time.
- Must be able to follow verbal and written instructions, and be able to communicate both verbally and in writing.
- Must be able to perform job duties in crowded, stressful noisy situations, particularly when handling multiple tasks.
- Must have the ability to handle challenging customer service situations with professionalism and efficiency.
- Must have a High School Diploma or GED equivalent
- Must have good working knowledge of fine food, wine, craft beer, and spirits
- Must have knowledge of basic word processing, graphic design, and spreadsheets.

Not required, but nice to have:

- At least 3 years of experience hosting, serving, or managing events in an upscale environment.
- Previous experience in fine dining teams.
- Appreciation for live music and the performing arts.
- Appreciation for natural, small producer fine wines.

Materials/Equipment Used

Personal computer, Google Docs/Sheets, MS Office Suite, Canva Graphic Design, Email, and other softwares. Computerized order machine, touch screens, basic writing materials, restaurant equipment including but not limited to coffee machines, ice machines, beverage dispensers, and dishwashing machines.

Environment

Sometimes Physically strenuous: prolonged standing, walking, lifting and carrying during events in an indoor environment. Some independent desk work from home/outside office. High noise levels, fast-paced, fun, and rewarding.