



RAVENSWOOD MANSION

MISSION STATEMENT



Ravenswood Mansion's mission is to create exceptional experiences for clients, guests, and vendors alike by showing the highest level of southern hospitality in everything we do. While our policies are there to protect both our staff and the historic site itself, we trust staff to always use good judgement in all situations and to know what is in the best interest of all parties.

We are honored gatekeepers of the history and knowledge about the home, and we aim to share the story with all guests. By hosting events, our goal is to be able to preserve such a beautiful, historic home for future generations. The culture of Ravenswood Mansion is made up of our employees, both internal and external interactions, and the environment in which we all work. It is the way that we internally and intentionally treat one another, which will always carry over into how we treat our clients and guests. We aim to make Ravenswood Mansion a place where employees look forward to showing up and being part of - more than just a paycheck.

VALUES



*"MORE THAN JUST
A PAYCHECK"*

WELCOME

We are so excited that you want to join our team!

Ravenswood Mansion was purchased in 2010 by the City of Brentwood along with 320 acres of surrounding land. The land upon which the historic mansion sits was purchased to establish Marcella Vivrette Smith Park. This was the single largest land purchase ever by the City of Brentwood. In 2013 the City voted to purchase an adjoining 80-acre parcel from the Smith family, bringing the total land area to approximately 400 acres. After a long renovation process, the historic mansion opened in 2014 to begin hosting weddings and other special events.

Ravenswood Mansion is one of two historic homes owned and operated by the City of Brentwood. The management of the historic homes follow all City policies and are the responsibility of the Community Relations Department. The Director of the Community Relations Department oversees all activities in the historic area of City parks, is responsible for the continued maintenance of the City's historic facilities, and supervises the Event Venue Director. The Event Venue Director oversees all day-to-day operations of the historic properties, manages the Operations Specialist and Event Venue Representative positions, and provides the highest quality venue experience. Quality services, though, depend on each of us committing to do our best, at all times. By working together as a team, the City hopes to continue our tradition of providing excellent services to our clients and the Brentwood community.



EVENT VENUE REPRESENTATIVE

JOB DESCRIPTION

The Event Venue Representative has the overall responsibility to successfully work with venue clients, vendors, and guests the day of an event. The goal is to create exceptional services from beginning to end of events for all those involved. He or she will be responsible for enforcing the policies and procedures set forth by the City of Brentwood, Community Relations Director, and Event Venue Director. Employees will be expected to express them in a consistently professional manner.



OVERVIEW OF DUTIES

- Operate one of two available shifts serving as a day of venue representative for clients and vendors
 - Complete opening and closing checklist duties
 - Serve as day of venue representative for clients and vendors
 - Understand venue policies regarding hosting an event at Ravenswood Mansion
 - Properly convey rules and expectations to all clients and vendors while on shift
 - Carry out rules and expectations set forth in employee guidebook
 - Build and maintain relationships with clients, guests, and senior management alike
 - Use conflict/resolution and problem-solving skills
 - Ensure accuracy of event end time
 - Ensure facility is well maintained at all times
 - Communicate with Venue Director regarding any problems during shift
 - Identify house needs and keep lists of items needed
 - Keep records of any damage to property during
 - Assist with additional projects as needed during shift
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STAFFING OVERVIEW

Ravenswood Mansion has an average of 60-70 events per year. The Event Venue Representative is the on site representative of the City of Brentwood during each event. This position is not considered part time, but is scheduled on an “as needed” basis.

Weddings and events tend to be seasonal. In the off-season months of *January, February, March, July, August, and December*, there tend to be fewer events and therefore fewer shifts available. Whereas, during the busy season months of *April, May, June, September, October, and November*, there are many more events and thus many more shifts typically available.

The majority of events will have two shifts with one staff member present per shift:

- o 9:00am-4:00pm
- o 4:00pm-11:00pm

Occasionally, shifts will have different times, depending on the event. Although shifts will be assigned according to staff preference as often as feasible, all staff are expected to and must be available to work both morning and evening shifts on occasion.

