

Special Events Manager Job Description

Summary

Responsible for soliciting and managing events to generate rental revenue, enhance our Institution's image, and improve constituency loyalty. Accountable for the on-site management of these events (including marketing the facility), direct sales, event coordination, customer relations, billing, and reporting. Researches and secures vendors, plans and manages the events calendar, and negotiates quotes and agreements with vendors and rental guests. For Development Department events, assists with management, monitoring time frames and budgets, networking, and meeting event objectives. Enhances client and staff relations and improves our Institution's growth through events that effectively communicate our mission and brand. This position reports to the Director of Development, or in the absence of a Director of Development, to the Museum Director.

Essential Responsibilities

- Book profitable events while providing a positive customer experience and brand focus
- Develop strategies and implement event plans and concepts that meet annual goals and strategic objectives
- Prospect for new rental business by conducting outside sales calls
- Provide museum tours to prospective customers and negotiate as required
- Assist in the coordination and planning of Development-related events
- Project positive relationships as an ambassador for the Museum at all events to promote the museum
- Supervises the execution of events, including catering, service, décor, floor plans, and setup
- Approves all museum events for the Museum calendar
- Maintains the museum calendar
- Works with the logistics team to schedule and budget for exhibition opening receptions
- Responds directly to qualifying MCSO requests for event space
- Collaborates with all museum departments, trustees, community partners, and guests to ensure proper setup and coordination of events
- Maintains financial budgeting, invoicing, and reporting for areas of responsibility
- Reports monthly income to Deputy Director and Development Director
- Trains custodial staff on the setup and breakdown of events.
- Maintains an event schedule for the custodial staff
- Works with custodial and security supervisors to schedule them for evening events

Other Functions

- Maintains active relationships with area businesses, party and wedding planners and special event professionals
- Maintains appropriate professional contact with all Museum constituencies
- Performs other related duties as needed

Job Requirements: Minimum Qualifications, Skills, Knowledge, and Abilities

Skills and Knowledge

- Proficient in Microsoft Office (Windows, Excel, PowerPoint)
- Strong organizational skills to manage schedules and events
- Understand event scope and some knowledge of décor and cuisine
- Detail-oriented
- Demonstrated organizational skills and the ability to multitask
- Excellent time management skills
- Strong written and oral communication skills
- Comfortable with public speaking
- Budgeting skills and financial acumen
- Ability to problem solve with little supervision
- Background in customer/guest service

Abilities

Experienced, high-energy professional with the ability to manage administrative and logistics in a fast-paced museum environment. Must be able to anticipate project needs, discern work priorities, and meet multiple deadlines with little supervision; ability to work evenings and weekends.

The Museum Special Events Manager must be versed in special event management, provide outstanding customer service, and build positive relationships with internal and external customers. Responsible for planning, managing, and implementing designated programs, receptions, and events.

Responsibilities

Work under limited supervision following standardized practices and/or methods, and work with others in a department, large work unit, and/or across several small work units. Utilization of significant resources from other work units and outside vendors is routinely required to perform the job functions.

Working Environment

The usual and customary methods of performing the job functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, and kneeling. The job generally requires 60% sitting, 20% walking, and 20% standing. This job is performed in a clean and healthy environment.

Education/Experience

Bachelor's Degree from an accredited four-year institution preferred; Three years of event sales/management experience required.

Salary Range: \$43,000 - \$47,000