EVENTS MANAGER
POSITION DESCRIPTION

DEPARTMENT: OPERATIONS
IMMEDIATE SUPERVISOR: VICE PRESIDENT VISITOR ENGAGEMENT
STATUS: EXEMPT
HOURS: 40 HRS. /WEEK

THIS POSITION SUPERVISES THE FOLLOWING STAFF:
Public Program Coordinator, Special Events Coordinator

POSITION PURPOSE:
Managing the Public Programs and Special Events of the Museum of Science and History

LEADERSHIP:
• Operate the Events department and manage all public facing programs
• Think strategically about the operation goals of the Museum and provide visionary leadership to accomplish those goals
• Oversee all public programs and special events
• Build and support Corporate Event partnerships
• Expand the programs and events held by the Museum to meet and/or exceed budget

DUTIES AND RESPONSIBILITIES:

Public Programs and Special Events:
• Manages all programs, contracts and required permits for Events Department
• Coordinates Staff and Event scheduling for entire department
• Oversees Special Events & Public Program development and evaluation of new and existing public programs, Yearly Evaluations, and metric goal setting
• Assists Special Events Coordinator, Public Programs Coordinator & Curatorial Staff with integrating programs and exhibits in Museum
• Collaborates with other department for growth and execution of programs and events.
• Works with the Special Events Coordinator & Public Programs Coordinator to devise and implement strategies to increase rental revenue and set goals and present budgets & reports
• Ensures the policies and procedures for special events and facility rentals are current
• Performs other duties as assigned.

ACCESS REQUIREMENTS:
Access to all public areas of the museum; access to support spaces designated by Vice President of Visitor Engagement.

QUALIFICATIONS:
To be successful, an individual must be able to perform each job duty satisfactorily.

EDUCATION AND EXPERIENCE
At least 2 years’ experience of working with the public and/or in a customer facing environment; preferred experience in a supervisory role; and familiarity with a fast-paced work environment ideal.

SKILLS AND ABILITIES
- Solid computer skills; knowledge of ticketing point of sales systems highly desirable.
- Knowledge of visitor service principles, practices, and procedures; knowledge of arts and/or leisure audiences preferred.
- Ability to develop and implement effective initiatives and strategies to ensure consistent excellent customer service in all areas of the public Museum.
- Ability to understand and implement the Museum’s mission, activities, services and programs; interpret Museum policies and procedures for the visitor; suggest solutions and initiatives to refine policies and systems.
- Ability to work in fast-paced environment; adhere to deadlines; demonstrate flexibility in meeting shifting demands and priorities.
- Ability to establish and maintain effective working relationships with staff, volunteers, and members of the public; exercise tact and diplomacy at all times; demonstrate an understanding of protocol and sensitivity to cultural diversity issues.
- Ability to lift up to 40 pounds.

TIME COMMITMENTS:
Flexible Hours Required
Must have the ability to work some weekends, holidays and special event hours

DISCLAIMER:
The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time. Management may also modify working hours and work location at any point in time. This job description is not an employment agreement or contract.