

**POSITION INFORMATION**

<b>Job Title:</b>	Museum Events Manager	<b>Updated:</b>	09/30/2021
<b>Department:</b>	Development and Marketing	<b>Classification:</b>	Exempt
<b>Location:</b>	NMMC – 2 <sup>nd</sup> Floor	<b>Status:</b>	Full-Time
<b>Reports To:</b>	Chief Operating Officer	<b>Pay Range:</b>	

**STANDARDS**

In the performance of their respective tasks and duties, all employees are expected to conform to the standards of conduct and performance as outlined in the Employment Handbook.

**PURPOSE**

Responsible for all aspects of Special Events to include marketing, maintaining, and increasing annual sales goals, generating the annual budget, managing staff, and execution of all events within the National Museum of the Marine Corps, Semper Fidelis Memorial Chapel, and Semper Fidelis Memorial Park.

To determine and implement effective special event marketing strategies through research, to include but not limited to attending trade shows and networking with other event planners, sell and book all special event spaces, coordinate with the various departments within the National Museum of the Marine Corps staff.

**SUPERVISORY RESPONSIBILITY**

Direct Reports: 2 (Events Associates;)

- Recruits, interviews, hires, and trains new staff in the department.
- Delegates work and assignments to team members based on expertise, work experience, and time constraints.
- Manages and oversees the daily workflow of the department.
- Organizes and oversees the schedules and work of departmental staff.
- Reports to Human Resources and Senior Management as needed.
- Provides continuous constructive and timely performance feedback.
- Provides semi-annual performance evaluations.
- Handles or assists with departmental staff conflict resolution.
- Assists with discipline and termination of employees in accordance with company policy.
- Selects, contracts, and oversees contractors for specific needs.
- Supervises each contractor and subcontractor to ensure that work meets quality standards and adheres to specifications.

**ESSENTIAL JOB DUTIES**

Duties include the following. Other duties may be assigned.

1. Develop and implement marketing strategy for all special events at the National Museum of the Marine Corps
2. Research, organize, and conduct marketing events and activities to promote special events at the Museum
3. Network with event planners, attend trade shows and work with special events organizations to promote hosting special events at the Museum
4. Work with trade associations to design creative packages for tour groups
5. Market, organize and execute all Summer Concert Series and Holiday Concert events
6. Assist with marketing, organizing and execution of the Annual Awards Dinner

7. Schedule, staff and manage over 200+ events annually
8. Be an advocate and assist each donor with all catering needs
9. Implement tracking, follow-up, day of and post-event check lists for special event team usage for all events
10. Create reunion group checklists to help the donors plan more efficiently
11. Work closely with catering manager in the planning and execution of catered events
12. Maintain all special events reports
13. Supervise and lead Special Events staff

## SECONDARY JOB DUTIES

Duties include the following. Other duties may be assigned.

1. Accomplish all tasks appropriately assigned or requested

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Education/Experience:

- 4-year degree in hospitality or a related field
- 8+ years related experience
- 5+ years supervisory experience
- Military protocol or military experience a plus
- Budgeting/reporting experience
- Contract negotiation experience

### Technological Skills:

- Proficient in Microsoft Office
- Proficient in Google Workspace
- Working knowledge of Event Booking or other related special event management software
- Working knowledge of social media platforms for business accounts

### Required Knowledge and Skills:

- Excellent written and verbal communications skills, must be comfortable presenting
- Ability to write clearly and informatively, editing work for spelling and grammar, varying writing style to meet needs
- Highly developed interpersonal and customer relationship management and sales skills
- Professionalism with both internal and external customers
- Professional demeanor, strong work ethic, discrete, resourceful, and ability to maintain confidentiality
- Ability to communicate with a variety of people, both internal and external
- Ability to work collaboratively in a team environment
- Ability to initiate and follow through on work independently
- Ability to work in a fast-paced environment
- Detail-oriented
- Excellent organizational skills
- Excellent time management skills
- Ability to prioritize and manage simultaneous projects while meeting various deadlines
- Ability to adapt and be flexible to rapidly changing priorities
- Excellent customer service skills

Proven problem-solving skills with ability to analyze situations, identify existing or potential problems, and recommend solutions

Strong ethics and sound judgment

Proven ability to develop and maintain a positive team environment

Ability to mentor, train, and provide career path guidance to staff

Marine Corps Heritage Foundation is an equal opportunity employer.

#### **ENVIRONMENT AND PHYSICAL CONDITIONS**

The environmental factors and/or physical requirements of this position include the following: While performing the duties of this job, the employee is required to have ordinary ambulatory skills sufficient to visit other locations; and the ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of 20-30 pounds. Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard. The employee frequently is required to be in one position for long periods of screen use, reach with hands and arms, and talk and hear both in person and over devices. The employee interacts in close spaces and frequently with other workers, vendors, and clients. May be in situations which require conflict resolution. The position works in an office environment with artificial light and air.