

External Events Manager Position Description

Dept: Development	Reports to: Development Manager, Events and Special Programs	Direct Reports: None	
Type: Full-Time	FLSA: Exempt	Date: March 2022	Rev. Date:

POSITION DESCRIPTION

Growing and managing the museum’s private rental event business including, but not limited to non-profit gatherings, weddings, and corporate events. The External Events Manager will identify prospects, create contracts, oversee logistics, interface with internal caterer, and assure seamless execution of the event. In addition, the External Events Manager will provide support for the museum’s premier public events (Festival of Trees & Traditions and Fine Art & Flowers), as well as programming sponsored by the museum’s auxiliary groups. This position may be called upon to assist with the annual gala, exhibition openings, and membership events as needed.

ESSENTIAL RESPONSIBILITIES

- Follow up and quality leads; negotiate services, prepare proposals and contracts; close event bookings
- Increase client base and sales through effective solicitations and marketing/outreach initiatives with a goal of increased sales and repeat business in line with the museum’s stature and physical constraints
- Manage and maintain customer relationship management database; tracking inquiries, proposals, and bookings
- Effectively communicate and collaborate with private rental clients about event details and logistics. This includes but is not limited to: event timelines, vendor confirmations, review of museum policies and regulations, and consultation meetings
- Coordinate with the museum’s caterer to ensure event details are communicated seamlessly, as well as updating and distributing event documents
- Plan multiple events at one time, maintaining a dynamic, up to date calendar of bookings
- Provide stellar customer service at all times during the event planning, execution, and evaluation process
- Serve as a liaison to one or more museum auxiliary/volunteer groups
- Coordinate with appropriate departments to ensure adequate staffing and other support requirements including event crew, visitor services, security, facilities, and A/V
- Manages post event client paperwork, billing, and record-keeping

MINIMUM REQUIREMENTS

Education and Experience

- College degree or equivalent knowledge and experience, art background preferred
- Minimum three (3) years of demonstrated success in event management/planning

Skills and Abilities

- Strong analytical and interpersonal skills
- A keen sense of attention to detail
- High level of English language fluency, both verbal and written, yielding highly polished business communications with an emphasis on persuasion and generating action
- Flexible and resourceful with good time management, organizational skills, and initiative
- Must be able to work under pressure and operate efficiently and calmly



- Must be able to multitask effectively
- Possess excellent interpersonal skills and exhibits a pleasant and professional manner with the public, trustees, volunteers, and staff
- Works independently with limited supervision
- Must understand and respect confidential nature of development work

WORKING CONDITIONS

Physical Demands

- Must be able to lift and carry boxes of printed materials, up to 25 pounds
- Must be able to remain in a stationary position 50% of the time; frequently moves about inside the offices, including ascending/descending a short flight of stairs; operates a computer and other office equipment such as a calculator, copy machine, etc. Frequently communicates with staff and others and must be able to exchange accurate information.

WORK SCHEDULE

- The work schedule generally is Monday through Friday, 9 a.m. to 5 p.m. A flexible work schedule or additional work hours may be necessary, to meet the requirements of this job position, which could encompass evening hours and weekend work. The responsibilities and required interactions of this position are not conducive to remote work.

PHYSICAL/MENTAL/SENSORY DEMANDS

- Climate controlled art museum with display galleries, standard offices, café, library/archives, theater, museum shop, and other non-public spaces. Work is performed primarily indoors and occasionally outdoors, in lobbies, art display galleries, public spaces and non-public offices and storage areas. Compliance with Museum health and safety-related protocols.
- While performing the duties of this job, the employee is frequently required to receive oral and written instructions and information in English and to clearly communicate in English in person, over the telephone, through email and through other electronic means. The employee is required to move about their work area, between galleries and storage areas, ascend and descend stairs; and stand and/or sit for extended periods of time. The employee is occasionally required to lift, drag and/or move up to 15 pounds unassisted. The employee is required to identify, observe, and assess visually or otherwise.
- Reasonable accommodations may be made to enable qualified individuals with a disability to perform the essential functions to the extent the Wadsworth may do so without undue hardship. The term “Qualified individual with a disability” means an individual who with or without reasonable accommodation can perform the essential functions of the position.

DISCLAIMER

- The preceding job description has been designed to indicate the general nature and essential functions and responsibilities of work performed by the employee in this job position. It may not contain a comprehensive list of all duties, responsibilities, and qualifications required for this role. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

TO APPLY

- We are a progressive, equal opportunity employer and all candidates are encouraged to apply. You can do so by sending a cover letter noting the reason for your interest plus your resume to: Staffing.Development@thewadsworth.org.