



JOB ANNOUNCEMENT

POSITION:	Events & Facilities Manager
SALARY:	Commensurate with experience
TIME & BENEFITS:	Full-time at 40 hours/week with benefits
REPORTS TO:	Executive Director

ESSENTIAL FUNCTIONS:

The Northwest African American Museum seeks a driven and detail-oriented Events & Facilities Manager. This position provides leadership over museum rental events such as weddings, banquets, fundraisers, birthdays, corporate events, and various other private rentals held at NAAM, as well as building use for public programming events facilitated by the museum. This professional position helps sets policies and procedures regarding facility rental functions as well as provides oversight and decision-making for rental operations. The Events & Facilities Manager will exemplify professional standards, strong interpersonal communication skills, exemplary customer service, and a hands-on positive attitude.

GENERAL DUTIES:

Event Operations

- Manage setup and breakdown of rental and in-house events, including setting up tables, chairs, placing and removing of linens for private clients, as well as food and drink coordination and service for assigned in-house events
- Open the facility for clients; oversee event activities; assist clients with A/V (audio visual) setup; and support facilities with clean up before and after private and in-house events
- Provide facility tours and room/venue layouts to potential/contracted clients
- Supervise, schedule and train staff as necessary to assist with the room usage program
- Work closely with other museum departments and personnel to coordinate and plan internal events; determine event needs for food, equipment, room set-up, volunteer staffing, etc.
- Contract directly with catering services ensuring service and product compatibility, high guest service satisfaction and acceptable profitability for NAAM
- Ensure all inspections and credentials are complied with prior to events (catering services/fire, liability coverage)
- Evaluate all events for quality, attendance, cost effectiveness, etc.
- Other duties as needed

Administrative

- Actively secure new rental clients for NAAM by selling NAAM as a preferred and premier rental venue and by building and promoting NAAM's events and facility rental opportunities
- Develop new and profitable rental packages to increase NAAM's rentals revenue, such as a children's birthday party package, a family reunion package, holiday parties package, and revising our weddings package and corporate events package, etc.
- Engage with clients to build strong service relationships and welcome clients and guests with the highest level of customer service
- Deliver superior experiences to guests across all touch points, ensuring clients receive thoughtful follow-up thank you notes and event photos from NAAM (and touching base with clients a year from their events on special anniversaries with a warm 'happy anniversary' message from NAAM). Allow opportunity for feedback from clients for improved service
- Collaborate with Marketing and Communications to implement creative marketing plans that bring in new groups and individuals to use the museum's available rental spaces
- Act as ambassador for NAAM to build and sustain relationships with individuals, and organizations to further the objectives of the room usage
- Compile and organize prospective client leads and aggressively cultivate these rental prospects
- Respond timely to all inquiries, prepare and negotiate contracts, obtain all necessary documentation, maintain comprehensive event files, and process all rentals paperwork

- Manages relationships with current clients with the goal of gaining repeat business
- Coordinate calendar of activities with appropriate NAAM staff, external vendors, and internal vendors to insure adequate personnel are available to meet any scheduled events needs
- Manage Facilities team and building operations
- Prepare and manage departmental budget
- Other duties as needed

QUALITIES:

- A sense of service, leadership, collegiality, and a passion for people
- Ability to multitask in a fast-paced environment
- “Do what it takes” team player with a positive attitude; willingness to wear multiple hats and perform other roles when needed
- Flexible, solution-oriented, self-sufficient

ESSENTIAL QUALIFICATIONS:

- Bachelor’s degree in a relevant field of study
- At least 2-3 years of demonstrated professional experience in event coordination, rentals management, or other relevant experience
- Excellent written and verbal communication skills
- Effective interpersonal skills in working with individuals and groups representing a variety of socioeconomic, ethnic, and cultural backgrounds
- Experience in creating plans, budgets and timelines
- A self-starter with the ability to work effectively within a team or independently
- Flexibility and adaptability when operating within a dynamic and changing work environment
- Computer technology skills
- Strong commitment to the vision and mission of the museum and to diversity
- Open-minded, solution-oriented to challenges and solves problems efficiently
- Availability to work evenings and weekends
- Ability to lift at least 25 lbs. (tables, chair stacks, load in posts, etc.)

To be considered for this professional opportunity, send cover letter and resume to LNDebar@naamnw.org