



Sparking wonder and curiosity about our world through hands-on science experiences

Manager of Events

The full-time Manager of Events will lead a team that is responsible for overseeing and handling all tasks related to special events (external, internal, public ticketed events, birthday parties and overnight adventures) at a non-profit organization housing four floors of hands-on science exhibits along with a state-of-the-art IMAX Dome Theater.

This position will require the following:

- Attention to Detail -- attention to detail is imperative and the ability to successfully create and execute plans that outline logistics of an event and/or group visit is a must.
- Communication – this position requires prompt, professional, friendly, and constant communication internally and externally in both verbal and written forms.
- Business Acumen – this position will require a strong understanding of the daily operations and business rhythm of McWane Science Center from both an internal perspective as well as guest perspective.
- Strategies – this position is responsible for handling multiple tasks at the same time and will need to practice effective and efficient time management strategies.
- Staff Support – this position will value all staff and serve in a professional and kind manner when interacting with fellow staff members and all types of groups, clients, and visitors.

Accountabilities and Major Duties

1. Directly responsible for event sales, including and not limited to, responding to event inquiries, writing proposals and contracts, billing, coordinating all details of events, clear and concise communication to internal team members and clients, follow-up after events, and all other details required in planning events.
2. Provide effective staff management to direct reports including, but not limited to, onboarding, training, conducting performance evaluations and maintaining an environment which attracts, retains, and motivates staff to support McWane Science Center's mission and vision.
3. Engage in all tasks related to events. This includes scheduling, workflow, coaching and communicating departmental vision.
4. Responsible for departmental policies and procedures which includes updating and maintaining all current documents on OneNote, Share Point, and other platforms as needed.
5. Encourage and collaborate with the Vice President of Education and the Director of Theater Operations or their representatives in creating, implementing, and measuring success for all McWane Science Center group experience programs including, but not limited to, Overnight Adventures, birthday parties, external events, internal events, and ticketed public events.
6. Provide exemplary customer service and ensure the Events staff maintains a focus on positive solutions with a great attitude.

7. Oversee and manage cross departmental communication to ensure outstanding guest experience with a team approach.
8. Responsible for the BEO (Banquet Event Orders) and ensuring the facilitation of regular BEO meetings. This includes completing a detailed outline of event needs with a focus on end user and clear and concise communication and understanding.
9. Review, approve and create collateral used by staff related to visitor and group interaction including, but not limited to, email scripts, letters, maps, signs, FAQ documents, etc.
10. Collaborate with the marketing and exhibits departments regarding materials needed to support all events.
11. Responsible for the accuracy and timeliness of information entered into the Siriusware Point of Sale system. This includes the arrangement of training as needed for staff.
12. Responsible for the oversight and management of all Event inventory.
13. Responsible for communicating security and emergency procedures with guests and executing Red Book Procedures, as necessary; will serve as the point of contact for security during Events.

Minimum Qualifications

1. Minimum four-year degree or commensurate experience.
2. Previous personnel management experience required.
3. Proven record of customer service-related management experience.
4. Proven administrative and financial ability including experience in budget preparation.
5. Flexible availability to include nights, weekends and holidays.
6. Available to work a minimum of three (3) weekends per month.
7. Excellent communication and interpersonal skills.
8. Enthusiasm for working with children and adults of all ages including parents and families.
9. Organized and efficient work habits.
10. Willing to obtain knowledge of museum industry and to become familiar with museum exhibits and programs.
11. Capable of working independently in a fast-paced environment, with little or no supervision, with flexibility and the ability to adapt to diverse and rapidly changing circumstances.
12. Ability to accurately reconcile a cash drawer and make cash deposits.
13. Strong computer skills including, but not limited to, Microsoft Office Suite.
14. Possess non-expired national or county issue food safety certification or obtain no later than 30 days of hire date.

Minimum Physical Qualifications

1. Ability to sit and/or stand for extended periods of time without being able to leave the work area.
2. Ability to lift, push or pull weight up to 50 pounds; ability to stoop or crouch by bending at the waist or bending legs.
3. Perform work using a computer for extended periods of time.
4. Ability to climb stairs and ladders while performing event related activities.
5. Ability to grasp items utilizing the fingers.
6. Visual and hearing acuity.
7. Willing and able to spend the night, stay awake and be engaging and attentive for extended periods of time, including during non-traditional hours.

8. Ability to work non-traditional shifts and extended days.
9. Ability to stand for up to eight hours at a time.
10. Ability to walk for extended periods of time.
11. Exposure to constant or intermittent high noise levels.

Benefits include health, dental, vision and life insurance; 403(b) retirement savings plan including company match; paid time off; free membership and movie screenings; discounts in our gift shop, camp program, IMAX theater and food service; and on-site parking.

We look forward to hearing from you!