

Job Title: Facility Rental and Events Coordinator

Reports To: Senior Director, Human Resource and Facilities

Job Status: Full-time, some evening and weekend duty required, benefits eligible

The Health Museum's mission is to foster wonder and curiosity about health, medical science and the human body. We offer transformative learning opportunities for all ages that are multi-sensory and engaging. The Health Museum's core values—inspirational, evidence-based, and individualized—function as a vital part of our long-term strategy of growth, expansion to reach new audiences, and empower healthier living. We are seeking a reliable, energetic, and outgoing individual to join our fast-paced, fun work environment. Please visit www.thehealthmuseum.org.

Job Summary: The Facility Rental and Events Coordinator serves museum patrons, consortium partners, organizations, companies, and individuals that want to use the museum space for a variety of facility rentals and events. In addition to rentals, this position assists museum staff focused on special events for donor cultivation and educational programming involving outside partners. The position requires coordination of all logistical aspects of events, from the booking process (including contract creation and payment), to facility planning and implementation the day of the event.

Overall, the Facility Rental and Events Coordinator plays a critical role in delivering a high level of customer service and a rich and dynamic event experience for museum clients, partners and patrons.

Duties and Responsibilities:

ALL EVENTS

- Delivers high quality customer service and professional demeanor for all stages of the event reservation, planning and fulfillment process.
- Initiates outreach to potential clients, knowledgeably talking about the advantages and services that the museum offers.
- Builds and maintains relationships with internal and external clients.
- Contributes to the marketing materials to promote use of the facility.
- Responsive to client requests and communications in a timely manner.
- Sets up and conducts walk throughs and site visits with the appropriate staff.
- Meets deadlines and appointments with dependability.
- Must be onsite for events.
- Arrives at events on time, is available for client needs, and takes responsibility for the positive outcome of the event.
- Manages rental agreements/contracts.
- Accurately processes rental client payments through current accounting system.
- Assists in event evaluation, including capturing customer feedback.

- Interfaces with building facilities to oversee room set-ups for rental events and museum events, coordinates audio visual components and security when needed.
- Accountable for the inventory and maintenance of event supplies (tables, chairs, linens, table decorations etc.) and ensures that supplies are ready for events.
- Complies with building safety codes.
- Manages the deliveries made by outside vendors and catering.
- Keeps accurate count of event attendance.
- Regularly communicates with other departments and most specifically with Facilities to ensure that the use of museum space is well managed and museum staff knows the event timetable and any part that might impact guests of the museum prior to and during events.
- Participates fully in the Museum staff experience.
- Other duties as assigned.

DONOR RELATIONS/EVENTS SPECIFIC

- Research and evaluate contracts with external event venues.
- Provide management with information on event vendors, including but not limited to audio visual companies, caterers, florists, and photographers.
- Document and manage all final event choices to ensure organizational standards are met.
- Serve as event lead and venue contact person the day of the event.
- Oversee facility logistics before the event to ensure smooth execution of the event.
- Analyze the event's success and prepare post-event reports.

Qualifications:

- Excellent communication skills and ability to communicate with key stakeholders.
- Superior organizational ability and attention to detail.
- Computer proficient in Microsoft Office.
- Enthusiastic and self-motivated.
- Able to interact and work with individuals of diverse ages, educational levels, capabilities, cultures, and ethnicities.
- Able to work flexible schedules (some evenings and weekends required).
- Sales/marketing or special event experience.
- Bachelor's degree in marketing and communications or work history demonstrating interest in event planning or related field.
- At least 3 to 5 years of experience in event planning or sales.

Please email resume to Mary Heartlein: mheartlein@thehealthmuseum.org