

Hill-Stead Museum

TITLE: Manager of Private and Corporate Events

REPORTS TO: Executive Director / CEO

POSITION SUMMARY: The Manager of Private and Corporate Events is responsible for the planning, management and evaluation of all private and corporate events in/on the museum's buildings and grounds for private, corporate or not-for-profit functions. Events range from weddings, showers, parties, dinners, memorial services to corporate meetings and events. The Manager handles all inquiries, tours, bookings, promotion and sales of event spaces; executes contracts; and coordinates set up planning and logistics with Operations staff and all outside vendors. The Manager will also work with staff to develop events that support the mission of Hill-Stead Museum and continue its growth through events. Reporting to the Executive Director & CEO, the Manager is responsible for providing excellent service to all clients and for all inquiries and events while following museum policies and procedures.

SCOPE: Supervise department staff, interns and, as applicable, volunteers.

MAJOR DUTIES

Facility Rental

- Provide tours of spaces and maintain clear and timely communication throughout the sales process of booking an event.
- Maintain clear and effective communication throughout the planning phases for every event with both direct clients and outside vendors.
- Manage customer inquiries, relations and contracts for all facility rental events. Obtain legal advice from CEO and Board of Governors for accurate contractual language as needed.
- Develop and keep master schedule of all events and activities in event rental program.
- Assign and oversee staff for on-site coordination. Act as on-call and back-up support to team for these events as needed.
- Keep event rental rates current and competitive, and update as necessary.
- Develop, implement and manage a marketing strategy aimed at generating revenue through facility rentals, usage and relationships.
- Set up meetings and make presentations to various groups, including corporate, civic, and local community groups and associations as part of the marketing strategy.
- Collaborate with development staff to enhance corporate and private relationships, enhancing client loyalty and cultivating philanthropic patrons.
- Hire and train event supervisors for support and coordinate schedules for event coverage.

General Management

- Supervise, motivate, and evaluate direct reports, interns and (as applicable) volunteers.
- Actively participate in organizational meetings and collaborative problem solving. Manage and evaluate procedures and systems for functional area.
- Manage department budget within organizational guidelines.
- Provide hands-on assistance with important museum activities as requested by senior management.
- In all duties, be professional, respectful, and responsible for cost efficient and effective operations.
- Assist the museum's constituents and public via telephone, correspondence, e-mail, and in person.
- Reach targeted revenue, while aiming to increase profitability.

REQUIREMENTS FOR POSITION

Education & Experience – Associate’s degree in business, communications, marketing or related discipline. At least three years of management or outside customer service experience.

Knowledge, Skills and Abilities

- Proficient in Microsoft Office and Outlook.
- POS system experience desirable
- Excellent analytical, organizational and project management skills.
- Exceptional interpersonal skills with the proven ability to interact effectively with diverse individuals and groups.
- Creative and entrepreneurial, detail-oriented and ability to multi-task with high level of accuracy.
- Ability to work with minimal supervision, multi-task with high level of accuracy and remain calm under pressure and meet tight deadlines.
- Ability to work effectively with donors, volunteers and paid staff at all levels.
- Leadership skills with the ability to motivate, coordinate, and partner with internal and external partners.
- Proven ability to develop and manage resources through collaboration with peers, management and individuals both inside and outside the organization.

PREFERRED REQUIREMENTS FOR POSITION

Education & Experience – Bachelor’s degree in business, communications, marketing or related discipline.

At least five years of retail management, buying, or outside customer service experience, including an established track record for producing results. Cold-call sales experience and customer relationship building experiences.

The above descriptions of tasks and responsibilities are not exhaustive and not meant to be inclusive of every task or responsibility that may be required or assigned by management.

The employee may be occasionally required to stand or remain in a stationary position for extended periods of time. The employee must be able to occasionally lift and/or move up to 25 pounds. The employee may frequently ascend and descend stairs. Reasonable accommodations may be made for persons with disabilities in order to perform duties essential to the position. Flexibility is required to work some early mornings, nights, and weekends.

Hill-Stead Museum follows federal and state laws and is an equal opportunity employer. The museum does not discriminate against individuals on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, political affiliation or belief, genetic information, or any other legally protected classification.