Special Events Coordinator

Summary: The Special Events Coordinator (SEC) is a full-time position. The SEC manages the booking, planning, organizing, and staging of the museum’s facility rentals, birthday parties and on-site events. The SEC provides expertise and support for the museum’s three primary fundraisers. This position reports to the Director of Museum Experiences.

Principal Accountabilities:
- Books and oversees rentals while working within budgeted parameters to ensure maximum revenue to support operations meeting the museum’s mission and goals.
- Acts as a liaison between the renter and museum, representing the museum.
- Serves as a member of the museum operations team and works to accomplish department goals and objectives per the museum’s strategic plan.
- Coordinate and oversee facility needs for all fundraisers and special events.
- Administers all aspects of birthday bookings and training for front desk staff.

Responsibilities/Duties:
- Coordinate and oversee facility rental needs and calendars, including but not limited to birthday parties, museum event dates and field trips
- Create and maintain a client database.
- Actively market the museum as a venue for events.
- Substantiate and maintain rental charges, policies and procedures- updating when necessary with approval.
- Field incoming calls, questions, and requests regarding facility rentals.
- Follow-up and arrange meetings with clients to secure dates, verify Museum availability, book events, obtain completed contract, payments, etc.
- Available for facility rentals, walk through for pre-rental, and post rental activities
- Work closely with the Facilities team to ensure:
  - Correct set-up for an event (layout, cleanliness)
  - Break-down and clean-up after the client’s rental time ends
- Work closely with the Director of Museum Experiences to determine facility needs and improvements
- Communicate with the Education team:
  - Spaces needed for rentals, internal meetings, and parties
  - Future plans for changes in space use – moving in and out of exhibits
  - Needs for group visits, programming requests, and lunches ordered by groups

The Mississippi Children’s Museum is a 501(C)(3) organization with the mission of providing unparalleled experiences that ignite a thirst for discovery, knowledge, and learning in all children. To apply, please submit letter of interest and resume: careers@mcm.ms

Management reserves the right to modify, delete, and/or add additional expectations to meet the needs of the Mississippi Children’s Museum as necessary.

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• Follow up with Education team post group check in on “no show” groups and groups that canceled lunches for appropriate billing and rescheduling
• Oversee and train front desk team members on:
  o FAQ about birthday parties
  o Book birthday parties from inquiry to confirmation packet delivered
  o Coordinate the facilitation on the day of the party
  o Frequently check the state of the party room for maintenance and cleanliness
• Assists with training new Guest Services employees when the Director is unavailable.
• Serves as a member of the Museum Experiences team and is flexible to assist with front desk services if needed.
• Other responsibilities may be assigned as appropriate.

Hours: Flexibility is available, but the SEC must be able to work during the week, after Museum hours, weekends, and holidays.

Qualifications:
• Experience with point-of-sale systems
• Excellent customer service skills
• Ability to work independently with minimal direction
• Good verbal, written, and presentation communication skills
• Experience with negotiation, problem analysis and problem resolution
• Must have ability to prioritize and plan work activities in a timely and efficient manner
• Ability to adapt to changes in the work environment, manage multiple work demands and adjust to delays and unexpected events.
• College Degree preferred

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