

Events Specialist

Full-time

Greenville Museum location

3-5 years' experience

The Children's Museum of the Upstate is looking for a motivated and enthusiastic team member to fill the role of Events Specialist. The Events Specialist is responsible for strategizing, planning, and executing TCMU's event program. TCMU is one of the nation's largest children's museums and serves over 200,000+ visitors per year through hands-on exhibits and interactive programming.

The Events Specialist should have a strong balance of organizational acumen and people skills, able to clearly and accurately communicate, lead, and direct vendors and internal teams, while providing an excellent customer service experience for the many community members they will come in contact with.

Job Responsibilities

- Build and lead TCMU's event strategy, facilitating and supervising all museum-based events and TCMU-Greenville's facility rental program.
- Liase among guests, internal leadership, and stakeholders to increase facility rental bookings, event bookings, improve event offerings, and provide excellent experience for all participants.
- Support TCMU-Spartanburg's events through leadership, guidance, and commitment to delivery of a consistent museum product.
- Interface with Marketing & Communications Manager to implement timely sales and marketing strategies.
- Deliver collaborative and innovative solutions that result in extraordinary customer service and cross-functional team facilitation to wow TCMU visitors.

Predominant Tasks

- Identify prospective partners and build relationships to secure facility rentals and other event needs to meet or exceed defined KPI's.
- Oversee, facilitate, and execute museum-based events and rentals and implement efficient processes cross-departmentally, including preparation, POS management, contract creation and execution, vendor management, ordering of catering, set up and tear down of event spaces, and event schedule. Museum-based events may include fundraisers, stewardship events, executive events, etc.
- Lead successful birthday party program, overseeing budget, supervising staff, and managing resources to meet or exceed defined KPI's.
- Champion the use of TCMU's facility resources, including but not limited to space usage, event inventory, and audio/visual display equipment, through the management of cross-departmental tools including master calendar and operations meetings.
- Work cross-departmentally to produce special events throughout the year to amplify museum attendance and support marketing initiatives.

Ideal Experience & Skill Set

- 3-5 years' experience in event planning or related field
- Bachelor's degree preferred or equivalent experience
- Customer service experience
- Supervisory experience
- Strong organizational acumen
- Adept at problem solving and versed in using emotional intelligence interacting with colleagues, children, caregivers, and the general public
- Proficient in Microsoft Office Suite
- Ability to learn and train others on POS software managing various TCMU systems
- Ability to multi-task, think critically, and drive process improvements
- Great interpersonal skills dealing with guests, customers, and internal teams
- Organized and efficient in creating and managing processes
- Strong written and verbal communication skills
- Team player, high energy and ethics, able to flourish in fast paced environment with confidence

Schedule Availability

- Full-time, exempt position, with the ability to work a flexible schedule to meet the demands of events and rentals, knowing the majority of events take place on weekends and evenings
- Primary work schedule is Tuesday-Saturday, 8:30-5:00pm

TCMU offers medical, vision, dental, 401k, disability, and life benefits. Come join our team today!

Interested candidates should email resume and cover letter to esobeski@tcmupstate.org.