



ORGANIZATION	New Bedford Whaling Museum
LOCATION	New Bedford, MA
THE POSITION	Events Planning & Services Manager Full-Time, Salary, Exempt

Position Description

The New Bedford Whaling Museum seeks an experienced Events Planning & Services Manager to support its rental objectives and provide superb client services. Reporting to the Director of Museum Experience & Community Engagement, the Events Planning & Services Manager will be an expert who can effectively manage the daily details with big-picture thinking. The ideal candidate will use their skills to ensure the delivery of thoughtfully planned and detailed event experiences to Museum members, donors, associates, customers, and community partners. The Events Planning & Services Manager must be able to manage all aspects of event sales, planning, and execution including meeting rental revenue targets, cost containment, equipment and vendor logistics, and venue layouts. The ideal candidate should be an excellent communicator, who keeps colleagues, customers, and partners well informed, creates timelines and work plans to lead their team, can command sophisticated event logistics and effectively negotiate and source vendors. This position requires an entrepreneurial approach and flexibility. The candidate should be comfortable utilizing common event technology platforms and be skilled at producing high quality experiences, both in-person and virtually.

Key Responsibilities

- Serve as lead point of contact to clients from sales to execution of memorable special events, rentals and community partner program rentals
- Manage all aspects of event planning with high degree of customer service and responsiveness, while meeting tight deadlines and established budgets
- Serve as lead on-site manager for event coordination, overseeing all logistics and providing exceptional customer service to clients
- Nurture and build relationships with vendors, venues, and other industry contacts to craft and implement creative and logistical aspects of all events
- Stay current, and often ahead of the curve, on event planning, design, event production trends, virtual event platforms, and proactively identifying and solving operational challenges
- Establish standard procedures and train staff to execute them
- Manage facilities rentals team ensuring high degree of commitment to event standards and exceptional customer service
- Comply with museum security protocols, legal, insurance, health and safety regulations at all times

Daily and Monthly Responsibilities

- Host site tours at the museum for special event, rental and community partner event inquiries
- Coordinate with internal staff, clients, vendors, and others to establish needs for events, and serve as liaison to senior level executives, government officials, and industry leaders throughout the planning process
- Research resources, make site visits as needed to source event requests and/or for coordination of off-site events, and lead pre-event meetings when necessary to help staff make decisions about event design
- Responsible for technology related event set-up and operation of standard AV (microphones, sound system, virtual platforms, projections, etc.)

- Plan and facilitate logistics for all events, including contract negotiations, guest lists, venue preparation, presentation materials, security, catering, entertainment, transportation, equipment, decor, and marketing materials
- Responsible for obtaining appropriate licensing for each event including coordination with finance for payment
- Oversee client experiences with focus on prompt response to client inquiries.
- Manage each event execution from conception through post-event, overseeing all on-site preparations, production, and event breakdown, ensuring consistent, high-level service to each renter throughout all phases
- Manage all community partner events with high level of detail to developing effective community partner relations.
- Maintain and build a comprehensive database of industry contacts, vendors, and venues
- Troubleshoot and handle any issues that arise on the event day

Skills and Qualifications

- Proven success as an event planner or coordinator
- Demonstrated success in sales
- Strong interpersonal and communication skills
- Experience in maintaining and building enriching business relationships
- Excellent organizational skills, including multitasking, time management, and meticulous attention to detail
- Ability to handle pressure and make split-second decisions
- Driver's license and reliable transportation
- Ability to work nights and weekends

Preferred Qualifications

- Bachelor's degree in event management or a related discipline
- Demonstrated experience in marketing and/or public relations and sales
- Proficient with the Event Management System and Cvent registration tool used to manage registration and event logistics

SALARY RANGE: \$45,000 - \$55,000 depending on experience. This is a full-time position with benefits.

APPLICATION INSTRUCTIONS: Send resume and cover letter to Michelle Taylor, Chief Administrative Officer & CFO at mtaylor@whalingmuseum.org. The New Bedford Whaling Museum is committed to diversity among its employees and encourages qualified candidates from all backgrounds to apply.