



Events Manager

Reports to: Deputy Director
FLSA Status: Full time, exempt employee
Date Written/Revised: November 2022

ORGANIZATION

Planet Word (www.planetwordmuseum.org) is an interactive museum that brings language to life with unique, immersive experiences for people of all ages. Nothing like it exists anywhere else in the world. Established in 2013 by Ann Friedman, the museum found a permanent home in the historic Franklin School, at the corner of 13th and K streets in the heart of Washington, D.C. The building underwent an extensive interior renovation and opened its doors to the public in October 2020. We are now expanding our team of professionals who share our love of the written and spoken word and are driven to bring an idea to life by supporting the museum as we grow into a full capacity organization.

Planet Word is a purely experiential museum which uses technology to bring to life exhibits focused on words and language. The Franklin School is a 150+-year-old building with national historic interior and exterior designation. The museum is building a robust events business, including lifestyle celebrations, holiday parties, meetings, symposia, and receptions. The museum has a 150-seat auditorium, two 200-person event spaces, a roof deck, a courtyard, and two 40-person classrooms, all of which can be used for events and programs.

POSITION

Planet Word is looking for an Events Manager to build, manage, staff, and increase our events business. They will set and maintain high standards of client service, and help the museum fulfill its budgetary priorities.

The Events Manager reports directly to the Deputy Director and works collaboratively with an Assistant Events Manager. As a small museum with a nimble staff and start-up mentality, all Planet Word staff are expected to collaborate and support other departments, especially development, marketing, and visitor services. It is the responsibility of all staff to maintain positive working relationships with Museum departments by coordinating schedules, meeting regularly, providing timely notification of necessary changes, and maintaining open communication with staff to seek mutually agreeable solutions to problems

ESSENTIAL FUNCTIONS *(other duties as assigned)*

Event Sales and Marketing (40%):

- Ensure all private events at the Museum meet and exceed expectations
- Build and maintain relationships with event planners, caterers, vendors, and DMCs to promote Planet Word event spaces
- Update and maintain Planet Word marketing material for event spaces, including photos, floor plans, etc.
- Respond to event inquiries in a professional and timely manner
- Lead walk-throughs of event spaces for potential clients
- Represent Planet Word at networking and promotional ventures related to the events industry
- Stay up to date with innovations in event and meeting technology, branding, and execution
- Host annual showcase events to promote Planet Word to vendors, planners, and clients

Administration and finance (30%):

- Maintain current database of clients and vendors
- Issue contracts and follow up on signatures and countersignatures
- Issue invoices and follow up on payment terms
- Monitor AP Aging report and follow up on past due invoices

- Maintain and report monthly budget figures
- Regularly evaluate and report on events management to museum leadership and Board
- Maintain and update lists of preferred and recommended vendors
- Maintain master events calendar
- Administer preferred caterer agreement
- Evaluate and update terms of use for facilities use agreement as prudent
- Track submission of certificates of insurance
- Prepare and report summary of upcoming events at weekly operations meetings

Events/Programs Support (30%):

- Ensure vendors and clients preserve the integrity of Planet Word's historic spaces
- Ensure all events are adequately staffed, including staffing many events during the evenings and weekends
- Maintain proficiency with AV equipment and other technical standards
- Work closely with groups using the museum facilities to schedule their activities, discuss and arrange for audiovisual needs, coordinate catering and vendor schedules, arrange to have the area equipped as requested.
- Coordinate cleaning and set-up with building management
- Coordinate load in/load out with vendors, security, and building management
- Be available during events (in person or by phone/radio) to handle issues that may arise

QUALIFICATIONS AND SKILLS

- Minimum 3-5 years related experience in event planning, marketing, and management
- Passion for the beauty and power of words and language
- Proven record of providing excellent customer service
- Demonstrated organizational skill with contracts, invoices, and other paperwork
- Efficient administrator; familiar with budgets, scheduling, and databases
- Experience working with clients of varying needs and cultures
- Ability to work individually or in a team
- Ability to adapt quickly to changes and trouble-shoot when necessary
- Familiarity with event industry in Washington D.C. preferred

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to sit, use hands and arms to operate keyboard, mouse and phone. The employee needs to regularly use senses of sight and hearing. The employee is frequently required to reach with hands and arms and required to stand, walk, stoop, or kneel. The employee is frequently required to lift up to 50 pounds, move furniture and equipment, and lead prospective clients through the event spaces.

SALARY AND BENEFITS

\$75,000 - \$90,000

TO APPLY

Please send your resume and a letter of interest via email to:

Careers@planetwordmuseum.org

Subject: Events Manager