Assistant Manager of Events

Reports to: Curator of Programming
FLSA Status: Full Time, Exempt employee
Last Updated: July 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 facility 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.

Planet Word’s commitment to promoting diversity, multiculturalism, and inclusion is clearly reflected in the stories we tell. At Planet Word, we strive to provide a forum for civil discourse and to be a place where our community, in all its vibrant diversity, can gather to share the words that bridge differences and forge solutions.

POSITION
Planet Word is looking for an Assistant Manager of Events to help manage and staff our busy events business. They will set and maintain high standards of client service, vendor relationships, operational excellence, and help the museum fulfill its budgetary priorities. This position requires working some evenings and/or weekends. This role offers an excellent opportunity to learn the event business and grow in responsibility and independence.

The Assistant Manager of Events works closely with the Events Manager and reports directly to the Curator of Programming. As a small museum with a nimble staff and start-up mentality, all Planet Word staff are expected to collaborate and support other departments. 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)
Events/Programs Support (65%):
- Staff private events including evenings and weekends.
- Ensure all events have adequate support staff to successfully host the custom event. This includes working with on-site partners and internal staff to schedule security, cleaning, and additional staff for the event.
- Ensure guests, vendors, and clients preserve the integrity of Planet Word’s historic spaces.
- Maintain proficiency with audiovisual equipment and other technical standards to facilitate clients' needs.
- Coordinate closely with group visits using the museum facilities to maximize museum experience.
- Work with event clients to schedule their event activities, discuss and arrange for audiovisual needs, catering needs, etc.
- Coordinate catering and vendor schedules for efficient loading/unloading.
- Set up and arrange the event space and equip space with proper tables, chairs, podium, cables, etc.
- Coordinate cleaning and set-up/breakdown with internal teams.
- Coordinate and communicate load in/load out with vendors, security, event staff, and building management.
- Responsible for troubleshooting any issues that may arise during the event.

Administration and Finance (30%):
- Update current database of clients and vendors.
- Issue contracts and follow up on signatures and countersignatures.
- Issue invoices and follow up on payment terms.
- Update master events calendar.
- Track submission of certificates of insurance.

Event Sales and Marketing (5%):
- 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.
- Assist in walk-throughs of event spaces for potential clients.

QUALIFICATIONS AND SKILLS
- 1-2 years equivalent work experience
- Passion for the beauty and power of words and language
- 1-2 years of excellent customer service
- Demonstrated organizational skill with contracts, invoices, and other paperwork
- 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
- Available for flexible and occasionally long hours based on business needs, as well as weekend availability

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, and use hands and arms to operate the 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
$45,000 - $50,000
Planet Word offers a generous benefits package including:
Full employee medical, dental, vision, life, STD/LTD/ADD coverage plus dependent share, 403(b) plan
PTO: Vacation, holidays, personal days
Planet Word’s policy is to provide equal opportunity employment (EOE) to all persons. Planet Word recruits, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status.

COVID Vaccination Requirement: Planet Word expects all current and new employees to be vaccinated against COVID-19. Proof of vaccination is required.

TO APPLY
Please send your resume and a letter of interest via email to:
Careers@planetwordmuseum.org
Subject: Assistant Manager of Events