

Coordinator of Programs & Events

St. Louis Kaplan Feldman Holocaust Museum, St. Louis, MO

The St. Louis Kaplan Feldman Holocaust Museum seeks an experienced, motivated and well-rounded individual to lead planning and operational efforts for the Museum's programs and special events. The much anticipated, expanded Museum is scheduled to open to the public in Fall 2022.

The Coordinator of Programs & Events both an administrative and hands-on operational role, reporting to the Director of Education and Internal Affairs. The position is responsible for oversight of the Museum's programming calendar, event planning activities, vendor coordination, and special event management.

Responsibilities

Museum Programs: Work with the Director of Education & Internal Affairs to develop the museum's year-long public programming calendar and schedule. Translate existing museum programs (i.e. Film Series, Art & Writing, etc) into the new museum space. Foster and establish strategic partnerships in the community to reach new audiences. Create content-driven programs resulting in ticketed events designed to drive attendance. Work with the museum's marketing team to develop and execute effective communication strategies for programs. Engage existing museum audiences, constituents, members and other stakeholders to attend programs and events. Work with organizers to translate program goals & objectives into effective event structures. Outline and document program structures and timelines. Coordinate speakers and special guests, including booking travel. Manage ticket sales & processes for programs and events. Lead staffing efforts for program operations. Purchase and serve refreshments for in-person programs.

Event Planning/Client Communication: Assist the Business Development Manager by representing the museum during client site visits. Ensure desired event dates/times are available. Participate in planning sessions and meetings as required. Serve as a subject matter expert in event planning for the museum's physical spaces. Receive client handoff from event sales and transition clients/organizers into planning and detailing phases. Communicate & coordinate operational needs between organizers, vendors, and staff. Capture event details and plan operational strategy. Generate run-of-show documents and validate program and catering timelines. Assist in the creation of banquet event orders. Provide system administration for the museum's venue management and event contracting software.

Vendor Coordination: Establish relationships with local event-industry vendors, such as caterers, equipment rental companies, and audio/visual providers. Book and schedule vendor services as needed. Facilitate client billing with vendors as necessary. Ensure equipment and supplies are delivered on time and stored properly. Manage set-up and break-down of equipment, tables, chairs, risers, audio/visual and other event related equipment.

Event Management: Serve as the point of contact (on behalf of the museum) for clients and organizers before, during and after events. Direct transition from daily operations to evening events. Provide support

in all phases of events & programs. Serve as the primary manager on duty for evening events. Greet clients, organizers and attendees upon arrival. Manage attendee registration lists. Receive and escort speakers and VIPs. Oversee event operations and make adjustments as needed. Respond to client/organizer needs as necessary. Supervise banquet & catering staff. Ensure a clean and safe environment is maintained during events, including protection of museum assets and artifacts. Position is responsible for keeping events on time and ensuring the museum's visitor experience exceeds expectations.

Annual Museum Gala/Fundraising Event: Work with museum leadership and outside vendors to plan and execute the museum's annual fundraising gala.

Daily Operations: Serve as Manager on Duty for the Museum when required. Support a positive visitor experience by personally staffing volunteer positions (as needed). Position requires weekend and evening availability.

Leadership: Participate in leadership meetings and provide input as necessary.

Other Duties: As assigned.

Qualifications

- Bachelor's degree in hospitality & tourism, business administration, or related field (preferred).
- Minimum of two (2) years of work experience in a special event, marketing, operations or hospitality-related role (or equivalent) at a museum, venue, cultural site, hotel, restaurant or similar setting.
- Direct experience in event planning or management (required).
- Valid driver's license required.

Job Knowledge, Skills, and Abilities

- Must be outgoing, with exceptional customer service skills and the ability to work with a diverse public and workforce.
- Must be creative and collaborative, with analytical and problem-solving skills.
- Ability to work effectively as a member of a highly energized, creative team.
- Ability to establish and maintain positive, effective relationships with a wide variety of people.
- Be a self-starter, with the ability to prioritize continually shifting tasks; reliable and able to follow tasks through to completion and meet tight deadlines.

- Outstanding written communication, including the ability to write effectively for a variety of ages and backgrounds.
- Excellent verbal communication, with a proven ability to communicate effectively in front of large and small groups of people.
- Knowledge of and commitment to museum best practices as established by the American Alliance of Museums (preferred).
- Ability to perform physical tasks (lift 30 lbs.) with physical mobility and ability to climb stairs.
- Demonstrated computer proficiency, including an excellent working knowledge of Microsoft Suite, point of sale system, and scheduling databases.
- Ability to work weekends regularly, holidays, and evenings as necessary.
- Ability to pass a background check.

Compensation

Compensation, including benefits, is competitive and commensurate with qualifications & experience. The salary range for this position is commensurate with experience.

Application Instructions

Please submit the following materials to hr@jfedstl.org with the subject line “*Coordinator of Programs and Events*”

- Cover letter
- Resume
- Three (3) professional references, who will not be contacted without the approval of the candidate. All inquiries and materials will be confidential. Applications will be acknowledged.