



Pennsylvania Trolley Museum Position Description

POSITION TITLE:	Coordinator of Rentals & Events
REVISED AS OF:	August 26, 2024
REPORTS TO:	Manager of Visitor Experience
POSITION TYPE:	Full Time Exempt

DUTIES AND RESPONSIBILITIES:

The Coordinator of Rentals and Events (CRE) will be responsible for coordinating the use of the Museum for rentals of all kinds as well as coordinating and planning internal Museum events, such as the annual gala. This is a full-time position with a flexible schedule, including working from home. Duties include:

- Coordinate the use of the Museum facilities for rentals for a wide range of private events – examples include meeting rentals, receptions, corporate parties, weddings, etc. The CRE will be able to anticipate the needs of internal and external clients and ensure these events meet and exceed client expectations.
- Respond to requests for information by phone, email and in person; meet with potential clients, making them aware of advantages of the Museum as a special events site while explaining the special considerations necessitated by historical works, artifacts and exhibits.
- In coordination with the Director of Annual Giving and Marketing, plan, organize, and implement a wide range of internal museum executed events – examples include fundraising events, member events, donor cultivation events, etc. Manage budgets pre- and post-events, ensuring timely invoices and payments to vendors and suppliers, and reporting on individual budgets internally.
- Become familiar with the goals, vision, and mission of PTM by regularly attending appropriate meetings and engaging with other museum staff to effectively coordinate schedules and support for events.
- Meet regularly and maintain open communication with those who need to be involved in the planning process and provide timely notification of necessary changes. Work cross-functionally with other Museum departments, providing special events expertise as required.
- Maintain and accurately record all rentals and events utilizing the Museum’s calendar system.
- Manage in-house inventory of furniture, supplies, and other event materials, reporting on needs as necessary.

- Develop, complete, and maintain contracts for each facility rental; communicate and comply with museum contracts and policies
- Create floor plans and coordinate floor plans and any special equipment requests with facilities department
- Update and maintain a list of approved vendors for PTM events and rentals. Coordinate with vendors on schedule and services for each event. Recommend appropriate vendors for Museum related events.
- Identify and implement strategies for securing new and repeat clients.
- Plan for the safety of visitors, staff, exhibits, collections and facilities by following and enforcing all related policies and procedures in the planning and execution of events.
- Manage all event logistics and serve as primary point person leading up to/during events (e.g., load-in, set-up, and loadout of furniture; catering support; a/v, other technology; support for on-site registration; communication with Museum colleagues; cross-departmental pre-event huddles; event troubleshooting; clean up, where necessary, etc.)
- Support internal planning/orchestration of Museum programs/events by assisting with decorations, researching speakers, performers, food trucks, other art and culture vendors, etc., working in concert with visitor experience department
- Act as PTM ambassador at offsite networking events to drive event revenue. (e.g., bridal shows)
- *Perform other duties that are consistent with the position.* As part of this duty and responsibility, it is important to recognize that Museum's management team is a small group, and it will necessary, from time-to-time, to provide support and assistance to other members of the team during the performance of their duties and responsibilities.

POSITION CHARACTERISTICS:

This is a full-time exempt position that requires weekend and evening hours as necessary to perform the duties and responsibilities of the position.

POSITION QUALIFICATIONS:

1. A bachelor's degree in an appropriate discipline preferred, but not required.
2. 3-5 years of experience in customer service or events coordination preferred.
3. Strong customer focus in all tasks and activities, even while under pressure.
4. Strong communication skills with the ability to engage people effectively on behalf of the Museum.

REQUIREMENTS TO BE HIRED AND TO MAINTAIN THE POSITION:

1. Obtain and maintain the appropriate background check clearances as defined in the Museum's policy for Volunteer and Employee Background Checks.
2. Provide your own uniform and other appropriate clothing and equipment.
3. Be able to work at locations other than the Museum when necessary to perform the duties and responsibilities of this position.