

Job Posting: Group Sales and Events Coordinator

Title: Group Sales and Events Coordinator

Reports to: Corporate Events Sales Manager

The National WWI Museum and Memorial is committed to an inclusive and diverse workforce. We welcome people of all backgrounds, experiences, and perspectives to enhance the work that we do.

The National WWI Museum and Memorial is America's leading institution dedicated to remembering, interpreting, and understanding the Great War and its enduring impact on the global community. We hold the most comprehensive collection of WWI objects and documents in the world and are the second-oldest public museum dedicated to preserving the objects, history, and experiences of the Great War.

Position Summary: The Group Sales and Events Coordinator is responsible for group sales to the National WWI Museum and Memorial. Groups include, but are not limited to, military, veteran, civic, corporate or college groups. The candidate will initiate contact with customers, recommend packages to meet varying demographic needs through internal and partner resources. This position will provide support and back up for the Corporate Events Sales Manager ("CESM"). These responsibilities could include meeting and conference room rentals, administrative tasks, event rental information, processing and production of event contracts, event planning and coordination of events with other departments. This position is also responsible for communicating and coordinating with the facilities software and the food and beverage service group in the management of all aspects of the events.

It is anticipated that the person in this position will gain increasing experience and knowledge in corporate event rentals, to be able to handle and support large corporate activities.

The incumbent is expected to embrace the National WWI Museum and Memorial's stated mission and core values and demonstrate support for them through professional interactions and performance of job duties.

Work schedule: may vary from Mondays through Fridays, or Tuesday through Saturday, 8:30 am to 5:00 pm, incumbent must have flexibility to adjust schedule to work outside of standard work hours, early mornings, late evenings and weekends as needed. This is a full-time, hourly/non-exempt position.

Responsibilities:

- Manage group sales.
 - Prepare and process documentation related to each group tour.
 - Meet/greet each group, providing information and direction as needed.
 - Collaborate with café staff with tour group dining requests.
 - Assist with unscheduled tour groups as needed.
 - Collaborate with the Volunteer Program Manager for volunteer support.
 - Manage administration duties for event rentals, prepare and process rental contracts, responds promptly to customer inquiries, processing phone and email inquiries for rental spaces as directed by the CESM.
 - Provide exemplary customer service and willingness to learn.
 - Assist with event set-up and tear down.
 - Assist with meeting rentals for catering requests.
 - Gain the knowledge and experience to take on large corporate rentals.
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- Act as a backup for the CESM in her absence.
 - May be asked to collaborate with staff in the developing the volunteer outreach program. May be contact for outside groups or agencies to arrange/schedule outreach volunteer visits and community speaking engagements.
 - Perform other duties as assigned.

Education and Experience:

- High school diploma; college degree preferred, with three years' relevant work experience; or equivalent combination of education and experience.
- Experience with catering and special events coordination is desired.
- Knowledge of point of sale and customer relationship management software a plus.
- Able to acquire a liquor control card, if management deems it is necessary to do so.
- Excellent guest service skills.
- Effective negotiation techniques and excellent phone etiquette are required.
- Interest in tourism and marketing communications.
- Strong analytical skills geared to collaborative sales approach.
- Able to work with special interest groups, senior travelers, military groups and others.
- Proficient with Microsoft Office products; able to learn and use other software programs including event tracking software systems.
- Strong communication skills.

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions. Duties, responsibilities and activities may change at any time with or without notice.

The National WWI Museum and Memorial and Kansas City, MO where it is located, warmly welcomes and encourages candidates that reflect the broad diversity of our nation and world. The Museum and Memorial is committed to enhancing the diversity of its employees to ensure equity and inclusion.

Physical Requirements: *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. While performing the duties of this job, the employee is regularly required to talk and hear. **This position can fluctuate between a sedentary role, or is very active one that requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing or balancing many times throughout the day.** The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 25/30 pounds, or assist in moving items 50 pounds or more. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.*

Salary and Benefits: The National WWI Museum and Memorial offers a competitive salary with an excellent benefit package, including: pre-tax/Roth 401(k) matching program; health, dental, vision, life with AD&D, and short-/long-term disability insurance, Section 125 flexible benefits; paid holidays, paid time off leave.

Application Instructions and/or Questions:

Please send your resume, salary requirements, three professional references and cover letter to:

Human Resources at the National WWI Museum and Memorial

Email: human-resources@theworldwar.org



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NO PHONE CALLS PLEASE: Review of applications begins immediately and continues until the position is filled. By submitting your application, you authorize us to conduct reference checks and a review of available public information. Employment is contingent upon background and reference checks that the Museum and Memorial