

POSITION DESCRIPTION

Group Host and Special Events Manager

Full-time, Salary, 40 Hours a Week, \$38,000-\$55,000 Hiring Range

Flexible schedule required, including regular weekday office hours with some evening and weekend work required.

Fort Collins Museum of Discovery (FCMoD), is a unique public/private partnership that engages visitors in an innovative learning environment. As Northern Colorado's only AAM accredited museum (American Alliance of Museums), and only ASTC-affiliated museum (Association of Science-Technology Centers), FCMoD occupies a pivotal space in the cultural and educational life of our region and creates extraordinary opportunities for visitors to engage with experiences that explore the interplay of science and culture in ways that are deeply relevant to our community, our geography, and our shared history.

FCMoD promotes a team environment where curiosity, not certainty informs our work. The Group Host and Special Events Manager will utilize this mindset to successfully cultivate relationships, foster collaboration, and support a culture of trust with colleagues, partners, and stakeholders.

The Group Host and Special Events Manager is responsible for the collaborative planning, coordination, and implementation of a range of high caliber special events, and for ensuring groups who visit the museum will have a long-lasting, positive memory of their visit. This position plays a critical role in maintaining and establishing relationships with important museum stakeholders by facilitating and supporting internal and external events such as annual fundraising events, community partner events, corporate partner events, stakeholder stewardship events. Additionally, the Manager will ensure that groups who schedule a visit, such as visiting dignitaries, delegations, stakeholder groups, school groups and other groups scheduling visits, are provided with the appropriate level of attention and facilitation.

A successful candidate will understand the value of relationship building and have excellent customer service, communication, planning, and administrative skills with keen attention to detail and a strong sense of aesthetics. Excellent organizational and problem-solving skills are a must. Event management requires a flexible schedule with some evenings and weekends required.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Plan, organize, manage, and implement a wide range of internal, museum executed events; examples include fundraising events, donor cultivation events, community partner events, etc.
- Work collaboratively with internal teams to develop event strategies for stewarding important stakeholders.
- Collaborate with museum staff to coordinate the use of the facility and appropriate level of museum support for visiting groups, corporate and community partner events, etc. Assure these events meet and exceed expectations.
- Participate in the coordination of needed resources and facility usage for activities such as field trips, daycare groups, birthday parties and general group visits.
- Train and manage staff and volunteers, as well as coordinate resources to ensure events and groups are fully supported in all aspects of facility usage.
- Respond to requests for information by phone, email and in person; meet with partners, making them aware of the advantages of the museum as a special event site while explaining the special considerations necessitated by museum collections and exhibits.
- Anticipate and respond to the needs of internal and external partners.
- Understand the goals, vision, and mission of FCMoD by regularly attending appropriate meetings and engaging with other museum staff to effectively manage, and coordinate schedules and support for events.
- Meet regularly and maintain open communication with impacted parties in the planning process and provide timely notification of necessary changes. Work cross-functionally with other museum staff, providing special events expertise as required.
- Oversee the scheduling and recording of all internal meeting needs, events, and group visits utilizing the museum's common database and calendar system.
- For events requiring the need, develop, complete, and maintain contracts for facility usage; communicate and ensure compliance with museum contracts and policies.
- Update and maintain a list of approved vendors for FCMoD events. Coordinate with vendors on schedule and services for each event. Recommend appropriate vendors for museum related events.
- As necessary, recommend and develop special event and group visit policies.
- Plan for the safety of visitors, staff, exhibits, collections and facilities by managing staff in following and enforcing all related policies and procedures in the planning and execution of events.
- This position will need to be on-site for prime Museum events and identified group visits that will occur on weekends and evenings.
- Other duties may be assigned.

KNOWLEDGE, SKILLS, & ABILITIES

- Excellent project management skills and ability to meet rigorous deadlines, by managing multiple projects, timelines, and teams effectively.
- Excellent written and verbal communications skills, administrative skills, and high attention to detail.
- Be detail-oriented, calm under pressure, and willing to both learn and teach.
- Proficiency with computer applications, including Microsoft Office and internet-based platforms.
- Ability to keep and maintain accurate records.
- Ability to work in a fast-paced environment, able to analyze situations, responding quickly to deliver effective solutions.
- Ability to collaborate with diverse teams of staff, interns, volunteers, and stakeholders.
- Ability to represent FCMoD in a professional and positive manner at all times.
Ability to develop and manage external relationships.

EDUCATION & EXPERIENCE

Bachelor's degree or equivalent combination of education and experience; and at least three to six years of experience in customer service, hospitality, events management or related area. Experience working with diverse populations highly desirable. Will consider any equivalent of knowledge, skills, education and experience to meet minimum qualifications.

LANGUAGE SKILLS

Ability to read and interpret documents such as professional reports, publications, laws and regulations, procedure manuals, project proposals, and presentations. Ability to prepare and deliver effective reports, business correspondence, and presentations. Ability to effectively and concisely present information, speak in the presence of different groups, and respond to questions from the general public, funding partners, other donors/stakeholders, and coworkers. Bilingual English/Spanish skills a plus.

SUPERVISORY RESPONSIBILITIES

This position may have supervisory responsibilities of museum employees, volunteers, interns, and student staff. This position reports to the Director of Community Connections.

VALUES-BASED BEHAVIORS

- Listens attentively to others. Asks clarifying questions to gain a better understanding of the other person's views and assumptions.
- Works effectively in a team environment and actively participates in joint problem solving; willingly cooperates with co-workers.
- Identifies and takes advantage of opportunities for personal and professional development.
- Comes to meetings prepared and on time; honors work commitments; follows through on commitments; meets deadlines.
- Collaborates with other work groups and outside organizations as appropriate, in a proactive and responsive manner.
- Honors the private and confidential matters of co-workers. Protects the proprietary and confidential information of FCMoD.
- Follows rules, regulations, and policies. Positively contributes to implementing changes.

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. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand; walk; and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds. FCMoD adheres to requirements set forth by the Americans with Disabilities Act (ADA).

CERTIFICATES, LICENSES, & REGISTRATIONS

Driver's license or ID card issued by a State or territory of the United States is required.



FCMoD, Nonprofit Partner
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COMPENSATION AND BENEFITS

- Classification: Full time, salaried, exempt
- Hiring Range: \$38,000 - \$55,000
- Benefit eligible

The Group Host and Special Events Manager position is a salaried, exempt position that is eligible for defined benefits under the Fort Collins Museum of Discovery Nonprofit Partner. This position is eligible for 10 paid holidays, accrued personal time off and sick time. The nonprofit partner offers employee-sponsored health, dental and vision insurance; long-term and short-term disability; optional retirement plan; and employee assistance program.

APPLICATION PROCESS

Interested applicants can apply by filling out the Group Host and Special Events Manager application at fcmod.org/jobs. Applicants should be prepared to upload a digital cover letter, resume, and three professional references. If there is a need, materials can be submitted to Nonprofit Partner Executive Director Laura Valdez at lvaldez@fcmod.org. Applications will be reviewed, and selected candidates will be interviewed. Additional analysis may be conducted. Hiring is conditional upon a successful background check; additionally, a drug screening may be required.

FOR OFFICE USE UPON HIRE

I have reviewed and understand the essential functions of this job description and am able to perform each function with / without (circle one) accommodation. I further acknowledge that this job description is a general description of the duties of this position and changes in responsibilities may be required periodically by my supervisor.

Signature

Date