

Events Coordinator – Customer Service

McWane Science Center

Come join our team! This full-time position will primarily lead McWane Science Center's Overnight Adventures and Birthday Parties as well as assist with all other internal and external events. This position will generally be scheduled Wednesday through Sunday.

Accountabilities and Major Duties

- Direct oversight and management of Overnight Adventures and Birthday Parties. This includes presenting exciting, up-to-date, hands-on science programs as well as spending the night at McWane Science Center for Overnight Adventures and/or directly hosting birthday parties.
- Plan, coordinate and execute internal and public ticketed events. Duties include scheduling, client communication, database management, sales strategy execution, organizing and maintaining an accurate inventory of materials and supplies and ensuring the proper setup and delivery of events.
- Assist the Manager of Events in the development and execution of events and corporate sales strategies including, but not limited to, scheduling, client communication, database management, sales strategy execution, organizing and maintaining an accurate inventory of materials and supplies and ensuring the proper setup and delivery of events.
- Sell and promote McWane Science Center and its offerings to potential clients by providing onsite tours and responding to phone calls and emails in a timely and professional manner.
- Provide consistent, exemplary and positive customer service to past, present, and future clients (internal and external) and their guests.

Minimum Qualifications

- Flexible working hours throughout a 7-day work week; working nights, weekends and holidays required.
- Prior relevant events-related experience.
- Capable of working independently in a fast-paced environment, with little or no supervision, with flexibility and the ability to adapt to diverse and rapidly changing circumstances.
- Excellent customer service and communication (both written and verbal) skills with the ability to work proactively and effectively to meet the customers' needs and exceed their expectations.
- Team player who possesses strong, effective and efficient work habits including organizational, problem-solving and time management skills.
- Proficient computer skills.
- Enthusiasm for working with children and adults of all ages including parents and families.
- Availability to spend the night at McWane Science Center according to the Overnight Adventure schedule.
- Must be at least 21 years of age.
- Possess non-expired national or county issued food safety certification or ability to obtain no later than 30 days from date of hire.
- Ability to handle small animals, including reptiles, in program presentations required.

Minimum Physical Qualifications

- Ability to work non-traditional shifts and extended days.
- Ability to stand and/or sit at a computer and/or talk on the phone for extended periods of time.
- Ability to walk for considerable distances in performing work including climbing stairs.
- Ability to stay awake and be attentive for extended periods of time.
- Pull or push objects on a regular basis (50 lbs.).
- Ability to lift up to 50 lbs.
- Ability to stoop or crouch by bending at the waist or bending legs.
- Grasp objects utilizing the fingers.
- Reach for objects above the head or below the waist.
- Visual and hearing acuity.

Benefits include health, dental, vision and life insurance; 403(b) retirement savings plan including company match; paid time off; free membership and movie screenings; discounts in our gift shop, camp program, IMAX theater and food service; and on-site parking.

To Apply:

We look forward to hearing from you! Please send resume to: HR@mcwane.org