



Special Events Sales Manager

Title: Special Events Sales Manager

Reports to: Vice President of Marketing and Guest Services

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 primary responsibility of the Special Events Sales Manager is to profitably design, sell and service rental events to organizations and individuals on the Museum and Memorial campus. Working closely with Museum and Memorial staff, the incumbent will identify opportunities for new business. The Special Events Sales Manager supervises the work of the Group Sales and Events Coordinator. The team will also work cross-departmentally on the development of select internal community and/or donor events.

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.

This is a full-time, exempt position. Work schedule: Tuesday through Saturday, 8:30 am to 5:00 pm with frequent schedule modifications for events.

Responsibilities:

- Communicate, coordinate, and execute alone and with other Museum and Memorial staff all aspects of an event rental.
- Identify and develop new business and cultivate lifetime value of existing relationships.
- Create, deliver, and collect rental agreements, applicable certificates, invoices, and payments.
- Track and process all rental event invoices and payments, collaborating with accounting to ensure rental fees are collected. Provide financial data and other accounting needs as requested.
- Maintain reservations calendar for rentals and internal events.
- Respond timely to event inquiry emails and calls.
- Maintain detailed individual event files.
- Collaborate with Museum and Memorial staff in developing and implementing sales and marketing strategies, plans and tactics to promote/sell the Museum's unique rental spaces and services.
- Oversee department standard operating procedures, service packages and pricing related to rentals, audio/visual packages and outsourced services based on revenue goals established by management.
- Cultivate on-going relationships with professionals in the corporate, travel and convention industry in local, regional, national, and international markets.
- Contract with agents, vendors and sub-contractors for internal Museum and Memorial events.
- Evaluate and recommend event service providers to meet event specifics.



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- Use consultative sales strategy to design thorough onsite event plans, specific to the objectives of each event rental including amenities, aesthetics, timing and flow to maximize guest experience. May include assisting with menu planning, entertainment, décor and lighting packages, as well as other situations.
- Keep event information and communications professional, current and up to date.
- Work with the Vice President of Marketing and Guest Services to develop annual department budget and closely monitor departmental revenue/expense to ensure departmental profitability.
- Participate in hiring, training, and managing event management staff.
- Represent the Museum at association or industry meetings.
- Perform other duties as assigned.

Education and Experience:

- A bachelor's degree in Business, or other related field emphasizing hospitality, travel or conference industry preferred; minimum of five years of experience or equivalent education and experience required.
- Demonstrated significant event management experience and an acute understanding of food service.
- Excellent communications skills.
- Strong leadership, organizational and project management skills.
- Demonstrated ability to work with others, able to adapt to a variety of challenges.
- Able to acquire a liquor control card if management deems it is necessary to do so.
- Proficient with Microsoft Office products; experienced with event tracking software systems
- Excellent guest service skills
- Able to work flexible schedule, including some evenings and weekends.

Must show proof of being fully vaccinated for COVID-19, to work safely with staff, volunteers, and guests in the Museum and Memorial. Applicants who become fully vaccinated by their start date will also be welcome.

Work Environment: This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, fax machines, point of sale computer equipment.

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 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.

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,



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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.

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

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