Public Programs & Facility Rental Coordinator

POSITION DESCRIPTION

DEPARTMENT: Marketing & Public Programs
IMMEDIATE SUPERVISOR: VP of Marketing, Communications & Public Programs
STATUS: EXEMPT
HOURS: 40 HRS. /WEEK

THIS POSITION SUPERVISES THE FOLLOWING STAFF: N/A

POSITION PURPOSE:
Coordination and support of MOSH Public Programs and Facility Rental Program under supervision of the VP of Marketing, Communications & Public Programs.

ABOUT PUBLIC PROGRAMS AT MOSH:
At Jacksonville, Florida’s Museum of Science & History (MOSH)—the only museum of its kind in Northeast Florida—Public Programs serve an integral role in fulfilling our mission to engage everyone in our community in lifelong learning. As such, all MOSH's public programs aim to engage and empower underserved communities by partnering with members of those communities in the co-creation of events, outreach, and educational opportunities.

ABOUT MOSH'S FACILITY RENTAL PROGRAM:
Located on the Southbank of the St. Johns River in downtown Jacksonville, MOSH invites all interested parties to design one-of-a-kind events within our dynamic range of unique spaces. At MOSH, weddings, cocktail parties, and/or corporate gatherings all may take place on MOSH’s Rooftop Terrace, in its Bryan-Gooding Planetarium, in the Hixon Native Plant Courtyard, and/or within its traveling exhibitions. A special event at MOSH is sure to inspire curiosity and to create memorable experiences for all guests.

LEADERSHIP:

- Execute hands-on, on-site planning and management of all MOSH public programming and all third-party facility rentals.
- Ensure strategic alignment with the MOSH mission and its operational goals.
- Work closely with VP of Marketing, Communications & Public Programs, Chief Development Officer, VP of Education & Exhibits, and VP of Visitor Services to build and support corporate partnerships.
- With guidance from VP of Marketing, Communications & Public Programs and other key MOSH stakeholders, expand public programming and facility rental program to meet and/or to exceed budget.

DUTIES AND RESPONSIBILITIES:

Public Programs & Facility Rental Coordinator:
• Planning and management of all public programs and facility rentals, including oversight of contracts and required permits for all public programs and facility rentals.
• Coordinate scheduling of MOSH support staff for all public programs and facility rentals.
• Strategic execution of public programming and facility rental program missions.
• With guidance from VP of Marketing, Communications & Public Programs and other key MOSH stakeholders, devise and implement strategies to increase revenue from public programming and facility rental program.
• Set department goals and to present program budgets & reports, all with a focus on program and metrics evaluation.
• Ensure the policies and procedures for public programs and facility rentals are current and well documented.
• Organize all on-site, planning and day-of details, logistics and production needs for each public program and facility rental—including but not limited to pricing, booking and scheduling; rental load-in; A/V sound-check; handling photographers; facilitating legal clearances and release forms as necessary; and running each program and/or rental through to its conclusion.
• Oversee the immediate response and assistance to public inquiries received via email.
• Performs other duties as assigned.

ACCESS REQUIREMENTS:
Access to all public areas of the museum; access to support spaces designated by VP of Marketing, Communications & Public Programs.

QUALIFICATIONS:
To be successful, an individual must be able to perform each job duty satisfactorily.

EDUCATION AND EXPERIENCE
At least 2 years’ experience of working with the public and/or in a customer-facing environment; at least one year working in the events industry; preferred experience in a supervisory role; and familiarity with a fast-paced work environment ideal.

SKILLS AND ABILITIES
• Solid computer skills; knowledge of point of sales ticketing systems highly desirable.
• Experience with SalesForce or other CRM systems preferred.
• Knowledge of visitor service principles, practices, and procedures; knowledge of arts and/or leisure audiences preferred.
• Ability to develop and implement effective initiatives and strategies to ensure consistent excellent customer service in all areas of the Museum.
• Ability to understand and implement the Museum’s mission, activities, services and programs; interpret Museum policies and procedures for the visitor; suggest solutions and initiatives to refine policies and systems.
• Ability to work in fast-paced environment; adhere to deadlines; demonstrate flexibility in meeting shifting demands and priorities.
• Ability to establish and maintain effective working relationships with staff, volunteers, and members of the public; exercise tact and diplomacy at all times; demonstrate an understanding of protocol and sensitivity to cultural diversity issues.
• Ability to lift up to 40 pounds.
TIME COMMITMENTS:
Flexible Hours Required
Must have the desire and ability to work weekend, holiday and evening hours.

DISCLAIMER:
The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time. Management may also modify working hours and work location at any point in time. This job description is not an employment agreement or contract.