



JOB POSTING

Job Title: Sales & Private Events Manager

Status: Full-time

Number of Positions: 1

Classification: Non-Exempt

Reports to: Director of Guest Experience

Description

Reporting to the Director of Guest Experience, this Manager position will be responsible for providing world-class customer service to Aquarium visitors and members, while booking and executing private events at the Aquarium of Niagara with internal department and external vendors.

Essential Responsibilities

- Hire, manage and train all facility and event staff.
- Plan and develop sales strategy in partnership with marketing and communications personnel.
- Engage community partners and vendors.
- Actively promote group sales, rentals, reservations, and solicit new business opportunities.
- Interact with tour operators, destination marketing organizations, and event planners to increase exposure of the Aquarium of Niagara as a venue and destination.
- Collaborate across departments and facilitate seamless communication to provide quality experience.
- Coordinate all aspects of private rentals and usage of the event room and Aquarium facilities, including managing the operational calendar, walk-through meetings, contract preparation, vendor suggestions, client interaction, and invoicing.
- Serve as point person for day-of-event coordination.
- Ensure that yearly Niagara County Department of Health inspections are completed and all insurance and state/local licensing and permitting is processed.
- Occasionally serve as a backup to the Guest Experience Manager and admissions team to provide customer service when scheduling and staffing requires.
- Assist Director of Guest Experience in preparing budgets and engaging in ongoing planning and business development to maximize revenue and mission.
- Maintain professional demeanor among all staff, with the ultimate goal of a customer-oriented, friendly staff.

Requested Requirements

- Must be willing to work a flexible schedule including weekdays, weekends, early mornings, evenings and holidays.
- Must be able to multitask while maintaining a positive attitude to ensure excellent guest service.
- 3-5 years in event management, with 2-3 years of supervisory experience.
- High school diploma, college degree in hospitality, preferred.
- Proficient use in Microsoft Office software, including Microsoft Word and Excel.
- Exquisite attention to detail, and attitude of personal accountability.
- Must demonstrate excellent oral and written communication skills.
- Must be a strategic and conceptual thinker.
- Ability to work independently, at times with minimal supervision, as well as on a team as necessary.
- Ability to lift 25 lbs. and stand for 8-hour shifts.

To Apply

Please send resume and cover letter to tschafer@aquariumofniagara.org Be sure to include Sales & Events Manager in the subject line of any correspondences.

The Aquarium of Niagara is an equal opportunity employer. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, color, creed, religion, sex, age, national origin, citizenship, sexual orientation, marital status, or any other classification protected by federal, state, or local law.