



AIR FORCE MUSEUM FOUNDATION, INC.

MANAGER, EVENTS POSITION OPENING

The Air Force Museum Foundation, Inc. seeks a full-time Manager, Events.

Introduction:

The Air Force Museum Foundation (AFMF) is a 501c3 corporation that raises philanthropic support to assist in the development and expansion of the facilities of the National Museum of the U.S. Air Force™ (NMUSAF), and provides annual funding to the Museum for special projects, exhibits, museum programs and special events, volunteer support, and promotional efforts. The NMUSAF is the world's oldest and largest military aviation museum. The main museum complex, comprised of 1,000,000 square feet under roof, is open to the public.

The AFMF was founded in 1960. The AFMF mission is to raise funds and awareness in support of the National Museum of the United States Air Force mission. To date the AFMF has raised philanthropic support from donors to fund 94% of all capital construction costs for the main museum complex.

Job Description:

The Manager, Events will work jointly with the NMUSAF Special Events team to plan and organize public and private meetings and events. This position maintains and builds on the operational and organizational guidelines of the Joint Business Unit (JBU) and Foundation with oversight of the daily operations. As the JBU events expand, the Manager will be part of brainstorming and implementing new event plans and concepts.

The Manager, Events must be able to maintain customer satisfaction and meet monthly sales goals. This position will serve as an event manager with our client while advising on best practices as they plan their event. For Foundation events and some public events the duties will include actual event planning. The ideal candidate for this role should demonstrate exceptional organizational abilities, superb interpersonal skills, multi-tasking skills, and excellent time-management. The Manager, Events should reinforce client-to-business relations, improve the organization's image, and effectively deliver on event objectives.

The Manager, Events is part of the AFMF Events Team and works under the direct supervision of the Director, Events. This position is supervisory, full-time, salaried, exempt.

Duties and Responsibilities:





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Strategy

- Working closely with the Director, Events, set a strategic vision for building the events operations to include new concepts, business models, and channels delivering best-in-class revenue, and net income to the Foundation's bottom line.

Budget

- Working closely with Director, Events, develop and manage the AFMF Event Business P/L, ensuring that annual financial commitments are met. Track event types, recording all unrelated business for annual tax reporting. Invoice clients, liaise and negotiate with vendors.

Leadership

- Lead by example to set tone for performance expectations, creating and fostering a positive environment where employees feel valued and appreciated. The Museum is a seven day operation, with events being held both during and after normal business hours, requiring the Manager to be able to work a flexible schedule which may vary depending on the event calendar.
- Communicate effectively by speaking, listening and writing in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Foster teamwork by working cooperatively and effectively with others, particularly the members of the JBU, to resolve problems, and make decisions that enhance organizational effectiveness.
- In conjunction with the Director, Events, determine strategies to set goals, implement plans, and evaluate the process and results.
- Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem, determine the importance, urgency and risks. If urgent, immediate need arise have the ability to make clear decisions which are timely and in the best interests of the organization.

Supervision

- Responsible for setting performance expectations, and, when necessary, managing performance/behavior issues with Director, Events and AFMF HR for all staff working in the Events Department. As Event Department staff increases, conducting staff performance reviews in conjunction with Director, Events will be included.
- Manage and motivate team to increase efficiency in event management and customer service. Responsible for helping the Joint Business Unit reach, and when possible exceed, defined performance metrics.





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- Responsible for all on-boarding and on-going training for event staff to include Tripleseat software and CenterEdge POS. Maintain knowledge base of software to include reporting and support functions. Provide necessary training in all operations to include security and emergency procedures.
- Manage scheduling for the Events Department to ensure all activities, both daytime and after hour events are covered. Create daily schedules to meet the changing needs of employees and workload.
- Manage event set-up, tear down, and follow-up processes.
- Build effective working relationships with AFMF and NMUSAF colleagues to support visitor-centric activities that take place during normal and extended hours.
- Assist in managing branding, developing event feedback surveys, handling of post-event reports and communications.
- Other duties as assigned.

Background, Skills and Aptitude:

- 3-5 years' supervisory experience and experience in events business.
- Wedding and corporate event planning experience a plus.
- Proficient with Microsoft Office suite.
- Strong interpersonal and written and oral communication skills.
- Customer-focused; service-oriented.
- Flexibility, enthusiasm, and professionalism to work effectively with visitors, military leaders, corporate and community leaders, Foundation Board members, Heritage Board members, and Museum/Foundation constituents from all backgrounds. Military protocol knowledge a plus.
- Self-motivated with the ability to exercise considerable independence in the performance of day-to-day duties.
- Strong organizational skills; ability to manage multiple projects simultaneously; team player.
- Demonstrated attention to detail.
- The Air Force Museum Foundation performs background checks on 100% of its employees prior to hiring. Candidate must be willing to submit to a background check.
- The National Museum of the United States Air Force® is open seven (7) days a week, with event during and after normal museum public hours including select evenings. Candidate must be able to work to meet those needs, as necessary. Weekend hours are required of this position.
- The Air Force Museum Foundation provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability



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status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

- College degree in business-related field preferred.

AFMF Vision:

Honoring every Airmen's story with a permanent home to inspire future generations.

AFMF Mission:

Raise funds and awareness to support the National Museum of the U.S. Air Force mission.

AFMF Core Values:

Candidate must agree to adhere to the Air Force Museum Foundation's Core Values:

Passion – Performing our roles with purpose, pride, and a positive attitude

Integrity – Accepting responsibility for our actions by making business decisions through experience and good judgment

Accountability – Dedicated to achieving positive results; owning and learning from our successes and failures

Respect – Committed to an inclusive and collaborative work environment

Contact Us:

To apply for this position, please email Ms. Sarah Shatzkin at foundation@afmuseum.com with your resume, cover letter, and references.

