

BUFFALO SOCIETY OF NATURAL SCIENCES POSITION DESCRIPTION

Events Manager

We inspire joyful exploration of science and nature through engaging experiences, unique resources, and exceptional staff.

Department: External Relations

Position Title: Events Manager

Primary Reporting Responsibility: Director of External Relations

Status: Full-time/ Non-Exempt; requires regular evening and weekend hours as needed to meet requirements of the position.

Overview: At the Buffalo Society of Natural Sciences, we believe that science creates opportunities and shapes our world. We take pride in providing an environment that inspires curiosity, self-directed learning, and fun for our guests of all ages. We know that when you mix GREAT SERVICE with GREAT PEOPLE, the result is LASTING MEMORIES for our guests.

Summary of Position:

The Events Manager is an integral part of the Buffalo Society of Natural Science's team by helping to realize impactful events that serve to strengthen our relationships with guests, donors, sponsors, volunteers, and facility renters as well as the Society's brand and mission.

The Events Manager is responsible for coordinating with other Society departments and with external vendors and partners to ensure all internal and third-party event and program planning needs have been secured and are fulfilled. The position requires self-direction, organization, follow through, and communications skills, and plays a critical role in building customer satisfaction through outstanding service. He/she/they will provide exceptional service to all potential business contacts. This position reports directly to the Director of External Relations, working closely with stakeholders across Society departments.

Essential Functions:

Events:

- Working closely with the Programs Manager, serve as co-lead for Audience Engagement Programs (e.g. BubbleFEST) and Science After Hours events, including developing program themes and activity plans, engaging community partners and vendors, developing logistics, staffing, floor plans, and serving as day-of logistics lead.
- Working closely with the BSNS Development Department, serve as lead for logistics and day-of event management for special fundraising, membership, donor, and board events organized by the BSNS Development team.
- Serve as lead for planning and day-of event management for large-scale sponsor and partner-driven events such as Community Health Day, including staffing plans and partner engagement.
- Serve as lead for logistical planning and execution for press events and special engagements, working closely with internal and external stakeholders.

- Proactively communicate volunteer needs for events and programs with Volunteer and Human Resource Coordinator, providing job descriptions for volunteer recruitment as needed.
- Manage and update Standard Operating Procedures for facility usage for internal events.
- Continually assess facilities and services and make improvement recommendations to management based on guest feedback.

Facility Rentals and Third-Party Usage:

- Coordinate all aspects of third-party private facility rentals and usage at the BMS and Tifft, including managing the operational calendar, walk-through meetings, contract preparation, vendor suggestions, client interaction, invoicing, and serve as BSNS point person for day-of-event coordination.
- Ensure Society rules and regulations are upheld during events and that proper safety and provisions are planned for in advance and properly executed during the event.
- Adhere to all insurance and local/state permitting processes and requirements.
- Complete and send contracts to potential clients upon request.
- Respond to and follow up on all leads and contacts established via phone or internet.
- Adhere to a high level of standards and expectations regarding the Buffalo Museum of Science and Tifft Nature Preserve's appearance and overall general impression as received by patrons.
- Accept and follow appropriate accounting procedures to record payments; prepare facility rental reports and provide accounting detail as requested and required through Altru database system.
- Working closely with the Director of Marketing & Public Relations, establish and regularly update facility rental fees that appropriately reflect the staffing, security and other event-related costs.
- Manage and update Standard Operating Procedures for facility usage for external partners.

General:

- Oversee and update operational calendars for the Museum and Tifft to ensure clarity on upcoming events, facility availability and usage, working closely with representatives from BSNS departments.
- Occasionally serve as a backup to the BMS phone and admissions team to provide customer service when scheduling and staffing requires.

Education, Experience, Skills and, Qualities Required:

- Minimum 3 to 5 years of professional and/or related experience in event management and/or logistics
- Flexible schedule - ability to work weekends and evenings as required by the position and the needs of the Society.
- Exhibits good judgment and independent decision-making skills; ability to work independently without close oversight, and as a team player who will engage productively with others at varying levels of seniority within and outside the organization.
- A self-motivated and enthusiastic personality with a commitment to personal and organizational success, with a willingness to take initiative.

- Must possess superior customer service as well as oral and written communication skills.
- Strong time-management and organizational skills and the ability to manage multiple tasks and projects at one time.
- Comfort in working on both individual and group projects.
- Ability to multi-task and manage multiple projects in a fast-paced work environment.
- Experience with creating, managing, and understanding budgets.
- Competency with Microsoft Office.
- Must possess a high level of integrity and sense of professionalism.

Physical Demands:

- Sitting or standing for long periods each day.
- Moving about on foot to accomplish tasks.
- Ability to communicate through telephone, email and face-to-face.
- Valid driver's license and ability to travel as needed.
- Ability to lift 25 lbs.

The Society's culture is one of collaboration, collegiality, and teamwork. The Events Manager must have a desire to work in a mission-first and audience-centered culture following the Society's core values of service, curiosity, collaboration, integrity, and inclusivity. The Events Manager must intend to produce products and experiences of exceptionally high quality and to enjoy work and colleagues.

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.

The salary range for this position is \$42,500 along with a competitive benefits package.

Please send cover letter and resume to Resumes@GoldhawkHR.com.

Equal Opportunity Employer: At the Buffalo Society of Natural Sciences, we believe that to achieve the greatest potential in opportunity, innovation, and discovery, as well as to reach the highest level of effectiveness and well-informed decision making, diversity of experience and viewpoints is paramount. Further, as a mission-first organization that seeks to be a welcoming and welcomed resource for all in our community, the Society strives to reflect the great diversity of those living in western New York. We encourage applications from individuals of all backgrounds and life experience. The Buffalo Society of Natural Sciences is an Equal Opportunity Employer and does not discriminate based on race, color, religion, sex, national origin, age, disability, or genetic information.