



## **Job Posting: Events & Booking Coordinator**

**Location:** Ottawa, ON

**Reports to:** Revenue and Operations Manager

**Employment Status:** Full Time, temporary (12-month contract with possibility of extension); anticipated start date April 3, 2023

**Employment Conditions:** 35 hours per week; 5 consecutive days. Must be available one day per weekend (Saturday or Sunday), occasional evenings.

**Compensation:** \$18/hour

**Position Summary:** The MUSÉE BYTOWN MUSEUM is a vibrant and progressive community museum in the heart of downtown Ottawa, Ontario - the capital of Canada. It is a registered charity, not-for-profit organization. The Museum is seeking a professional, friendly, and detail-oriented **Events & Booking Coordinator** to support the museum's revenue and operations pillar. The Events & Bookings Coordinator will work directly with leading members of staff and partner organizations to develop, coordinate, and deliver exciting paid offerings to enhance public engagement.

### **Responsibilities:**

- Support the Revenue and Operation department with rentals, events, and fundraising activities;
  - Field inquiries and requests for events, booking, and tour information by providing clients with detailed, accurate information in a timely and effective manner
  - Coordinate the intake and review of events, bookings, and tour applications
  - Book and oversee set-up for all room rentals and track them in a consistent manner; assist in event day logistics
  - Contribute to the successful restart and coordination of fundraising activities
  - Participate in developing new revenue generation opportunities
- Coordinate group tour inquiries, reservations, and bookings;
  - Provide information, scheduling, and planning support for group tours
  - Coordinate staffing with Programming Department
  - Communicate with relevant departments to ensure smooth flow of information
- Expand and engage Museum membership program;
  - Assist with implementing and maintaining the Membership program
  - Explore new offerings and partnerships to enhance existing program
  - Monitor trends and provide feedback for improvement
- Activate Museum café and boutique;
  - Implement the boutique's new visual merchandising strategy
  - Accurately maintain the inventory system
  - Provide recommendations on product/merchandise selection and vendors
  - Monitor trends and provide feedback on product trends



- Provide exceptional visitor service and support for Visitor Engagement Officers;
  - Work with and supervise summer students and weekend staff, interns, and volunteers who are assigned to the boutique/café, outdoor operations, facility rentals, fundraising events
  - Comprehensive understanding of POS system and of front desk/reception area duties
  - Shared responsibility as Floor Keyleader (with other staff members) to open and close Museum
  - Shared responsibility to complete daily cash counts
- Other duties as required and assigned
- Adhere to the BYTOWN MUSEUM's policies, procedures, guidelines and standards

**Requirements:**

- University or College degree in Museum Studies, History, Event Planning, Hospitality, Public Relations, Marketing or Communications, or equivalent combination of education, training and experience
- Minimum of one (1) year relevant experience planning and executing events working in a museum, heritage site, customer service, educational, or other visitor-facing organization
- Effective organization and time management skills; ability to multi-task and prioritize combined with attention to detail
- Excellent communication and strong interpersonal skills with the ability to coordinate and communicate with individuals at all levels throughout the museum
- Demonstrated ability to schedule and supervise staff
- Ability to work independently with minimal supervision
- Creative, energetic, interest in history and passionate about working with the public
- Proven ability to formulate creative ideas and to analyze, evaluate and negotiate details to create a successful event
- Fluently bilingual in French and English a definite asset

**Application instructions:**

Please apply with a resume and covering letter with the subject line "[Your Name] – Events and Booking Coordinator" to [applications@bytownmuseum.ca](mailto:applications@bytownmuseum.ca) by Sunday, March 26, 2023 at 11:59pm EST.

We thank all applicants for their interest; however only those selected for an interview will be contacted.

The MUSÉE BYTOWN MUSEUM is an equal opportunity employer.