



## Job Description

Position:	Events Program Manager
Reports to:	Director of Operations
Department:	Operations
Position Type:	Full-time, Salary, Exempt
Salary Range:	\$58,000 - \$68,000 DOE
Benefits:	Eligible

### Summary of Position:

The Events Program Manager is responsible for managing all internal and external events and provides direct support and supervision of the museum's café and catering program. The primary focus of the position is to work with TAM staff, community partners and other constituents to ensure all logistical aspects of events at TAM are successfully executed while providing a positive customer experience.

### Core Responsibilities:

- Provides excellent customer service; ensuring both internal and external clients have a positive customer experience
- Provides direct management and oversight of the Café & Catering program and its staff, ensuring successful day to day operation of the café
- Oversees Events Lead, planning, and logistics support of all events, including internal fundraising events, external community partner events, and private facility rentals
- Works with all TAM departments and leadership to develop event and program opportunities with various community partners in alignment with our Strategic Plan and DEIA goals.
- Works in partnership with Development team to execute fundraising and member events
- Tracks budget goals, oversees P.O.'s, billing and payments related to the Events & Catering program; responsible for all executive agreements, documentation and permits for events as required
- Works with TAM Staff and other stakeholders to evaluate the effectiveness, successes, and areas for improvement of events
- Work closely with security and other team members to assess safety and security concerns as they arise throughout the galleries and public spaces, responding or escalating issues in a timely manner; ensures sufficient staffing resources for events coordinating with contractors as needed
- Performs other duties as necessary

### Required Skills/ Knowledge/ Ability/ Experience

- Two years of event planning, customer service experience or related experience
- Two years of supervisory experience
- Working knowledge of operating and troubleshooting various A/V systems
- Proficiency in Microsoft Office products (Outlook, Excel, Word and Publisher)
- Excellent verbal and written communication skills
- Creative and effective problem-solving skills
- Proven track record of attention to detail and organizational skills in a fast-paced environment

- Service oriented with excellent relationship management skills
- Courteous, personable and flexible; able to deal effectively and sensitively with a wide range of people
- Self-starter with a demonstrated ability to manage multiple projects/tasks and see tasks through to completion
- Ability to manage multiple projects/tasks and remain flexible under pressure
- Ability to work well in a team environment
- Must be able to work evening and weekend hours when necessary
- Demonstrated commitment to supporting the museum's Diversity, Equity, Inclusion, and Access (DEIA) framework
- Ability to work within and maintain the museum brand values: innovative, passionate, civic-minded, gracious, approachable

**Desired Skills/ Knowledge/ Ability/ Experience or Education:**

- Experience working with Blackbaud Altru database and/or QuickBooks
- Experience facilitating safety trainings
- Training in CPR and First Aid

**Travel, Working Conditions, Physical Requirements and Environment include:**

- Must be able to sit at a workstation and/or computer screen for the majority of the work day.
- There is occasional need to stand, stoop or walk for long periods of time.
- Frequently reaches with hands and arms and uses hands and fingers to handle objects and operate tools, machinery, computers and/or controls.
- Ability to lift objects (up to 50 pounds) and perform other similar actions during the course of the workday.
- Continuously exchanges information through listening and talking with staff, volunteers and individuals in the community.
- Some work may be occasionally performed outside where employee is subject to adverse weather conditions.
- Negligible local travel; less than 5% of work hours.

**To Apply**

- Please email a succinct cover letter and resume to [HR@TacomaArtMuseum.org](mailto:HR@TacomaArtMuseum.org).
- Include "EPM: First Name Last Name" in subject line.
- No phone inquiries, please.

**Closing Date: Open Until Filled**

Tacoma Art Museum is an Equal Opportunity Employer

Tacoma Art Museum strongly encourages applicants from members of groups underrepresented in careers related to museums and the visual arts.

**About Tacoma Art Museum**

Tacoma Art Museum is a public-spirited institution that champions a dynamic and complex approach to exhibitions. The museum's passionate staff are driven by the mission of connecting people through art, empowering visitors to create meaning with artworks through innovative interpretive and programming strategies. Named by USA Today as one of the "Top 10 Great Places to See Art in Smaller Cities," the museum has developed a reputation for presenting art in a thought-provoking yet accessible manner with a strong commitment to Northwest art.

Founded in 1935, TAM has strong roots in the community. Along with five other nearby museums and neighboring University of Washington at Tacoma, TAM anchors Tacoma's lively downtown core.

### **About Tacoma**

Located in the beautiful Pacific Northwest, Tacoma is known as the City of Destiny, a city that has always marched to the beat of its own drum. Close enough to Seattle to take advantage of everything a major metropolis offers, Tacoma is its own distinctly unique and actively engaged community with a clear love of the arts.

Diverse individuals and families continue to invest in Tacoma for its charming historic neighborhoods, schools, parks, waterfront, and amenities. You'll find the beaches and forests of Puget Sound ideal to bike, run, hike, and paddle – including the nearby Mount Rainier. In addition to sports, theater and other cultural offerings, Tacoma is home to a growing restaurant and pub scene that's made national press. The thriving Tacoma Museum District lines the downtown core and showcases some of the nation's best collections. Tacoma is a great place to call home.