



## Special Events Coordinator

**Position:** Special Events Coordinator

**Reports:** Special Events Sales Manager

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The National WWI Museum and Memorial is America's leading institution dedicated to remembering, interpreting, and understanding the Great War and its enduring impact on the global community. We hold the most comprehensive collection of WWI objects and documents in the world and are the second-oldest public museum dedicated to preserving the objects, history, and experiences of the Great War.

**Position Summary:** The Special Events Coordinator will provide support and back-up for the Special Events and Group Sales team. The primary responsibility of this position is to oversee onsite events and provide guests with a positive impression of the Museum and Memorial by offering a superior customer service experience. Duties may include managing meeting and conference room rentals, administrative tasks, event rental information, processing and production of event contracts, event planning and coordination of events with other departments. This position is also responsible for communicating and coordinating with the facilities software and the food and beverage service group in the management of all aspects of the events. This position is expected to work cohesively with the Group Sales and Events Coordinators and other Museum and Memorial employees as directed. It is anticipated that this position will gain increasing experience and knowledge in special event rentals, to be able to handle and support large rentals and internal events over time.

The incumbent is expected to embrace the National WWI Museum and Memorial's stated mission and core values and demonstrate support for them through professional interactions and performance of job duties.

**Work schedule:**

Schedule is from Tuesday through Saturday, 8:30 am to 5:00 pm. However, incumbent must have flexibility to adjust schedule to work outside of standard work hours, including early mornings, late evenings, and other days as needed. Events can be scheduled any day of the week.

This position is a full-time, hourly/non-exempt position.

Salary: \$17.55- \$19.23/hour

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**Responsibilities:**

- Creatively resolve issues or complaints, remaining calm under pressure, and excel in handling the high pressure of an event in progress.
- Enforce the Museum and Memorial's policies and procedures with clients, vendors and guests.
- Collectively work with other departments, such as Education and Development, to execute internal events.
- Maintain event rental inventory and provide routine cleaning and maintenance.



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- Assist with event set-up and tear down.
  - Gain the knowledge and experience to take on large corporate rentals.
  - Act as a backup in the absence of teammates.
  - Perform other duties as assigned.
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### **Education and Experience:**

- A bachelor's degree in business, or related field emphasizing hospitality, travel or conference industry preferred.
- Demonstrated event management experience and an acute understanding of food service.
- Excellent communication skills.
- Strong leadership, organizational, and project management skills.
- Demonstrated ability to work with others, able to adapt to a variety of challenges.
- Able to acquire a liquor control card, if management deems it is necessary to do so.
- Strong customer service and interpersonal skills are required.
- Proficient with Microsoft Office products; experienced with event tracking software systems.

**Work Environment:** *This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, fax machines and point of sale equipment.*

**Physical Demands:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This position can fluctuate between a sedentary role, or is a very active one that requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing or balancing many times throughout the day. The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 25/30 pounds or assist in moving items 50 pounds or more. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.*

*The above statements are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions.*

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### **The National WWI Museum and Memorial is an equal opportunity employer.**

The National WWI Museum and Memorial is an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. The Museum and Memorial strictly prohibits and does not tolerate discrimination against employees, applicants, or any other covered persons because of race, color, religion, creed, national origin or ancestry, ethnicity, sex (including pregnancy), gender (including gender nonconformity and status as a transgender or transsexual individual), age, physical or mental disability, citizenship, past, current, or prospective service in the



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uniformed services, genetic information, sexual orientation, familial status, marital status, or any other characteristic protected under applicable federal, state, or local law. All Museum and Memorial employees, other workers, and representatives are prohibited from engaging in unlawful discrimination. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits, and termination of employment. The Museum and Memorial complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, the Missouri Human Rights Act (MHRA), and all applicable state and local laws. Consistent with those requirements, the Museum and Memorial will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. If you believe you need an accommodation, refer any such request to the Human Resources department. The Museum and Memorial also will, where appropriate, provide reasonable accommodations for an employee's religious beliefs or practices.

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**Salary and Benefits:** The National WWI Museum and Memorial offers a competitive salary and benefits package.

### **Application Instructions and/or Questions:**

**Please send your cover letter, resume, and salary requirements to:**

**Human Resources**

National WWI Museum and Memorial

2 Memorial Drive

Kansas City, MO 64108

Email: [human-resources@theworldwar.org](mailto:human-resources@theworldwar.org)

**NO PHONE CALLS PLEASE.**

Review of applications begins immediately and continues until the position is filled. By submitting your application, you authorize us to conduct reference checks and a review of available public information.

Employment is contingent upon background and reference checks that the Museum and Memorial determines is acceptable.