



**National
Nordic
Museum**

2655 NW Market St
Seattle, WA 98107

nordicmuseum.org

Job Posting

Venue Services Coordinator

Reports to: Director of Operations and Facilities

Department: Operations

Status: Full-time, non-exempt

Compensation: \$21-23.50 per hour

Schedule: 40 hours per week; weekends and evenings required; flexible as needs dictate.

Location: On-site

Benefits: The National Nordic Museum offers a competitive benefits package including paid sick leave, 12 paid holidays and 2 floating holidays, access to an Employee Assistance program and 403(b) retirement plan, and exclusive Museum discounts. Additionally, employees who work 20+ hours per week earn vacation leave, and employees who work 30+ hours per week are eligible for our medical/dental insurance plan and FSA.

Date Posted: 11/6/2023

Position Overview:

The Venue Services Coordinator is the sales representative for venue rentals and coordinates logistics and communication for all private rentals and events. This position also supports the production of the Museum's internal programs and events and serves as the primary point of contact between clients, vendors, and the Museum to ensure all details are communicated, all contractual obligations, including insurance and licensing, are observed, and all internal and external events are produced in a manner consistent with the Museum's brand.

Essential Job Functions:

- Serve as primary point of contact for all private rentals at the Museum.
- Represent the Museum to the public and all stakeholders in a positive and professional manner and provide excellent customer service to all external clients and partners.
- Maintain event production protocols, instructions and event menu options for internal events and private rentals.
- Maintain a proficient understanding of the Museum's Audio Visual and lighting systems and provide support and tutorials as needed. Perform equipment and maintenance checks before and after internal and external events. Maintain inventory and checkout process for all production equipment.
- Under the direction of the Director of Operations and Facilities, and in coordination with the Marketing team, develop and execute annual sales and marketing strategies to meet revenue targets.
- Produce detailed production plans for each external event.



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- Oversee external event production processes; manage private rental inquiries, provide orientations and tours of event spaces, prepare quotes, supply vendor information to rental clients, execute rental agreement contracts, process payments, and liaise between all parties.
- Manage event documentation; ensure that all external rental files have an executed contract, payment of deposit, and proof of insurance prior to event date.
- Coordinate with Museum departments to ensure that all event facilitation and production components are addressed; relay external event activities and details to Front of House and Facilities staff.
- In conjunction with the Venue Services Facility Associate, provide direct supervision of private rentals. Monitor events in progress to ensure compliance with regulations, contracts, timely event services, staffing levels, building security, guest and client safety and satisfaction, and day-of event support and event vendor assistance.
- Follow up on final payments and post-event assessments; submit detailed post-event reports.
- Communicate all issues, incidents and guest and client feedback to the Director of Operations and Facilities.
- Provide internal support for Museum programs, receptions, and special events.
- Work closely with staff to ensure consistent, high-quality production for all the Museum's internal events (design, lighting A/V, ambiance, etc.).
- Provide direct production support for internal programs and events as needed, including catering coordination.
- Maintain facility rental collateral and inventory.
- Track client and vendor contacts.
- Follow all security and safety protocols.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- Outstanding customer service skills.
- Outstanding administrative and project management skills.
- Ability to balance multiple projects, prioritize tasks, and problem solve.
- Highly organized, accurate and detail oriented.
- High level of emotional intelligence: thoughtful and measured in effectively managing a variety of internal and external relationships and interactions.
- Ability to work effectively with a variety of stakeholders, including clients, catering services, and vendors.
- Excellent written and oral communication skills.
- Event production experience and technical proficiency (ability to run and maintain production equipment --A/V, lighting, sound).
- Adaptable to changing business situations and environments.
- Ability to work independently and in a team setting.



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Requirements:

- 2+ years relevant experience.
- Proficient in MS Office including Word, Outlook, Excel, Publisher.
- Flexible schedule. Regular weekend and evening work, according to Museum's event and rental schedule.
- Ability to be seated/standing for extended periods.
- Ability to function on one's feet for up to 60% of the day.
- Ability to walk frequently, climb, push, lift (up to 30lbs), stoop, or carry equipment and materials.
- Visual acuity and manual dexterity.

NOTE: This job description is not intended to be all-inclusive.

All employees are expected to perform other duties to meet the ongoing needs of the organization.

To Apply:

Please e-mail cover letter and resume to: hr@nordicmuseum.org with "Venue Services Coordinator Application" in the subject line. Incomplete submissions will not be considered. Position open until filled. No phone calls please.



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About the Museum

Founded in 1979, the National Nordic Museum is the only institution of its size and scale in the United States to present the history and culture of the entire Nordic region (Denmark, Finland, Iceland, Norway, Sweden, the regions of the Faroe Islands, Greenland, and Åland, and the cultural region of Sápmi) and the legacy of Nordic immigrants to the United States.

Located along Seattle's working waterfront in an iconic building that embodies Nordic design, the institution is both a museum and a community gathering place.

Our Mission

The National Nordic Museum shares Nordic culture, values, and ideas with people of all ages and backgrounds to create connections, generate dialogue, and inspire new perspectives.

Our Vision

Through the history we illuminate, the stories we tell, the connections we make, and the values we promote, we inspire our visitors to create a more vibrant, more just, more sustainable world.

Our Values

- Openness: Foster trust and tolerance, and support everyone's right to express their opinions.
- Sustainability: Embrace a connection to nature and employ responsible practices that demonstrate respect for our environment.
- Social Justice: Exhibit compassion, respect others, and manifest a conviction for the equal value of all people.
- Innovation: Encourage creativity, resourcefulness, and new ways of thinking.

Equal Opportunities for All

The National Nordic Museum provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws.