



**JOB POSTING**  
**Event Reservations Manager**  
*Full-time/Hourly\**

**Overview**

*The Willamette Heritage Center, a history museum, event venue rental space, research library, education resource, and retail outlet is looking for a full-time Event Reservations Manager. This position is responsible for the promotion and booking of event venue rentals, care of rental client needs, development, and implementation of department strategies, and increasing rental revenue for the organization.*

**Core Responsibilities**

- Manage the rental contract process from start to finish.
- Act as the departmental and organizational first point of contact for event reservation clients.
- Conduct site tours relative to venue rentals.
- Prepare detailed, precise, and timely event orders and communicate to appropriate staff.
- Work closely with facilities staff to ensure event set-up and service details meet client expectations.
- Complete weekly and monthly sales and contact reports for the Executive Director's review.
- Maintain departmental filing systems and contact lists.
- Meet monthly and annual income goals as determined by the organizational budget.
- Build and maintain strong, lasting customer relationships and expand WHC's customer base.
- Prospect and secure new business through community networking and outreach events to promote WHC.
- Work with the Marketing Department to develop creative advertising and marketing programs for venue rentals.
- Assist the Business Manager with the coordination of client invoicing, payments, and refunds.
- Assist with and attend organization wide WHC signature events.
- Uphold the WHC standard of professional excellence in all aspects of work while on and off duty.
- Other duties as assigned.

**Qualifications**

- Ability to multi-task and prioritize work and demands daily.
- Excellent time management skills.
- Exceptional customer service and interpersonal communication skills.
- Minimum two years of lead sales experience meeting or exceeding goals.
- In-depth understanding of category-specific landscapes and trends.
- Ability to articulate distinct selling points and features of WHC venues.
- Excellent problem-solving skills including interaction with occasional upset or angry clients.
- Intermediate knowledge of Microsoft Word, Excel, Outlook, and internet functions.
- BA/BS degree or equivalent work experience.
- Interact with the public and peers in a patient, friendly, and courteous manner.
- Flexible, and able to adapt to change.
- Have a good sense of humor.

**Physical Requirements**

- Lift, carry, push, and pull up to 25 lbs.
- Use a stepladder as needed
- Walk up and down stairs
- Stand, sit, and/or walk for long periods of time

## **Employment Terms & Benefits**

- Must pass a criminal background check as appropriate for the position.
- Reports to the Executive Director.
- Core Work Schedule: Monday-Friday, 40 hours with occasional evenings, weekends, and holidays.
- \*Wage \$20-\$24/hour DOE, plus commission earning potential to be determined after 12 months of meeting or exceeding set goals.
- 16 hours/month paid time off (PTO).
- 8 paid holidays a year.
- Employer-paid Medical/Dental/Vision/RX insurance.
- Museum Household Membership.
- 20% museum store discount.
- 25% venue rental discount on one personally hosted event.

## **About Us**

The Willamette Heritage Center in Salem, Oregon, is a private, 501(c)(3) nonprofit organization dedicated to gathering, preserving, and sharing Mid-Willamette Valley history. A visit to our site is a step back in time. Our five-acre property is home to fourteen historic structures that vividly weave together the story of the Mid-Willamette Valley and the development of today's diverse communities through permanent and changing exhibits, a research library and archive, a textile learning center, and rentable event spaces. Visitors explore the history and culture of the Kalapuya people, who have called this place home since time immemorial, follow the immigration of 19th-century missionaries and Oregon Trail travelers, and discover Salem's industrial past through wool, waterpower, and rails, including the 1896 Thomas Kay Woolen Mill, a National Park Service-designated American Treasure.

We uncompromisingly promote diversity and prohibit discrimination based on age, color, creed, disability, gender identity, national/ethnic origin, race, religion, sex, sexual orientation, veteran/uniform status, and all other classifications protected by law.

## **Why Work for the WHC?**

Be a part of something special! We are a team of dedicated, mission-driven staff and volunteers devoted to maintaining the WHC as a place for all to discover, engage, and make history. Our unique and innovative work environment provides a "home away from home" atmosphere, where the staff is empowered to be authentic, freely share ideas, and pursue their professional and personal goals. Great things are happening here, and we need your unique skills, talent, and perspective to help us continue making history!

## **How to Apply**

Deadline to apply is February 9, 2024

Email resume and cover letter to [jobs@willametteheritage.org](mailto:jobs@willametteheritage.org)

To view job posting on company website go to: <https://www.willametteheritage.org/staff/>