



CHESAPEAKE BAY MARITIME MUSEUM

213 NORTH TALBOT STREET | ST. MICHAELS, MD 21663 | 410-745-2916 | CBMM.ORG

POSITION: GROUP SERVICES COORDINATOR

REPORTS TO: EVENTS & GROUP SERVICES LEAD

The Chesapeake Bay Maritime Museum (CBMM) is dedicated to preserving and exploring the history, environment, and culture of the entire Chesapeake Bay region, and making this resource available to all. As an educational institution, staff fulfill CBMM's mission, goals, and vision, working individually and collaboratively to encourage the public's access to our collections, programs, and resources.

Serving more than 90,000 guests each year, CBMM's 18-acre campus includes a floating fleet of historic boats, 12 exhibition buildings, and changing special exhibitions, all set in a park-like waterfront setting along the Miles River and St. Michaels' harbor.

SUMMARY DESCRIPTION

The primary responsibility of the Group Services Coordinator is to provide skilled administrative and direct coordination support to the Event and Group Services Lead. Specifically, for adult, corporate, and private groups seeking facilities rentals, private charters, group packages, or admission. This position will be the main point of contact for all group services and will provide exceptional customer service to both internal and external customers. This position will channel incoming inquiries, communicate, and schedule events with the various departments or vendors. This position is essential to driving sales for group services and expanding the services offered. In coordination with the Event and Group Services Lead this role will be the onsite support for campus private events with a focus on group tours, charters, and corporate functions

KEY ATTRIBUTES

- 3-5 years of customer service experience, event support, hospitality or sales experience a plus
- High level of computer proficiency with Microsoft Office suite
- Working knowledge of databases
- Meticulous attention to detail with strong organizational skills
- Strong time management and prioritization skills
- Excellent written and verbal communication skills
- An instinct for listening to and understanding customers' needs
- Ability to interact with guests and clients in a positive and enthusiastic manner
- Energetic and imaginative approach to accomplishing goals and objectives
- Excellent co-worker and team player
- Self-driven and the ability to work independently on assigned projects/tasks
- Ability to multi-task and maintain professional composure in a fast-paced environment
- Must be able to lift 20lbs. or more



CHESAPEAKE BAY MARITIME MUSEUM

213 NORTH TALBOT STREET | ST. MICHAELS, MD 21663 | 410-745-2916 | CBMM.ORG

PRIMARY RESPONSIBILITIES

- Provides administrative support to the Event & Group Services Lead; fielding email/telephone inquiries, managing events schedule and associated calendars, and compiling departmental reports
- Plays a lead role and provides direct coordination for all adult, corporate, and private groups seeking private charters, group packages, or admission
- Supports the Event and Group Sales Lead with larger private events and weddings.
- Assists in developing and implementing marketing strategies to promote CBMM's event offerings and group packages
- Drives sales for the group services department
- Schedules and conducts venue tours for prospective clients
- Creates contracts and proposals for prospective clients
- Enters and tracks revenue for all group sales in database
- Will work directly with corresponding departments or vendors related to facility rentals, private charters, or group packages
- On day of events, assists in cleaning and setting up event spaces, meeting vendors, unlocking and securing campus as needed, greeting and directing event guests
- Supporting clients with facility rental, private charter, and group package information both at CBMM and with other vendor partners within our community
- Manage and create all confirmed group services contracts. Including; vendor and department coordination, deposits and payments, calendar reservations and database updates
- Develop, monitor and manage reservations and events within Altru
- Communicate with, and coordinate across, various departments with regard to Group Services activities, including attending meetings and corresponding via email
- In collaboration with the Group Services Lead, provides support for staff, volunteer, and board events, including coordinating with various departments, working with third party vendors, ordering goods and services, event setup, event management, and event close down

The Events and Group Services Coordinator is a full-time, salaried-exempt position of CBMM with an expected minimum work schedule of 40 hours per week. This position will have frequent responsibilities on weekends and evenings and must be able to work a flexible schedule. This position is eligible for some remote work (up to 50%) but must be able to provide on-campus support for all special events, group services, and private event needs.

I have read and agree to the above in accepting the position of Group Services Coordinator