



**THE AFRICAN AMERICAN MUSEUM IN PHILADELPHIA**  
**JOB DESCRIPTION**

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**POSITION TITLE:** FACILITY RENTAL COORDINATOR  
**DEPARTMENT:** VISITOR SERVICES  
**POSITION REPORTS TO:** VISITOR SERVICES MANAGER

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**POSITION SUMMARY:**

This position is responsible for the coordination of facility rentals at the museum, including the promotion and facilitation of sales to individuals, corporate and institutional partners, tour companies and community groups for special events. Duties include booking these groups; coordinating their activities on site; and invoicing. This position works under the direction of the Director of Visitor Services and in close coordination with administrative and security maintenance personnel.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Provide information by phone, fax, email, or mail to individuals, corporate representatives and groups about offerings and activities at the Museum, and coordinate with mailings of information on facilities rentals as appropriate
- Book, schedule, and confirm rentals; provide information to and ongoing coordination of special events and rentals booked; coordinate schedules as needed with the Security and Maintenance Manager when necessary
- Plan and orchestrate logistics and set-up for facility rentals
- Implement follow-up as needed, including invoicing, thank you letters, etc.
- Assure that Museum rules, regulations and policies are communicated to rental clients, visitors and vendors
- Maintain and distribute a monthly schedule of rentals and special events
- Assist the Director of Visitor Services in the fulfillment of facility rental sales strategies, including packages, member discounts, direct mail, advertising and trade shows
- Assist the Director of Visitor Services to ensure fulfillment of department and division goals, including special events, hosting VIPs, and other special projects, as needed
- Perform other duties as needed and as assigned

**QUALIFICATIONS, SKILLS AND ABILITIES REQUIRED:**

- Must have exceptional communications skills
- Ability to work independently and within deadlines
- Strong customer service experience and approach with the ability to interact with the public and staff in a positive, enthusiastic, and courteous manner
- Detail-oriented to ensure the precise execution of events as planned
- Ability to work as a team with other members of the museum staff
- Presenting and reinforcing a professional appearance and maintain the Museum's appearance and dress code standard at all times
- Thrives in an environment where situations change and adapting to change is second nature
- Must have knowledge of computers, particularly word processing and customer service management software – Microsoft Office (Word, Excel and Outlook)



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- A high school diploma and related work experience is required
- Some college background in business, marketing or finance and experience working with the public, with previous sales experience a plus
- Must be available to work nights, holidays, and weekends and to work varying shifts

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:**

Must be able to remain in a stationary position for extended periods of time operating a computer and other offices productivity devices such as a calculator, telephone, and copy machine. Must be able to adapt to high pace environments occasionally moving/lifting light weight equipment and other work-related objects up to 25lbs. May have to work late nights, weekends and in outdoor weather.

Please send your resume, references and cover letter to [hr@aampmuseum.org](mailto:hr@aampmuseum.org)