
J O B D E S C R I P T I O N

Job Title: Museum Venue Rentals Manager
Reports to: Chief Earned Revenue Officer
Employment Status/Job Classification: Full Time / Exempt
Department: Rentals
Creation/Revision Date: July 2026

About Friends of the NC Museum of Natural Sciences:

Friends of the NC Museum of Natural Sciences (“Friends”) is a nonprofit organization whose purpose is to support the NC Museum of Natural Sciences (“Museum”), the most visited Museum in the state. All Friends activities serve the broader goal of helping the Museum illuminate the natural world and inspire its conservation.

As admission to the Museum and its satellite locations is free, Friends relies upon a combination of earned revenue (from the Museum Store, Café, WRAL 3D Movie Theater, special events, exhibitions, and programs), as well as contributed income (through Museum Membership and philanthropic support) to make possible the activities that bring our Museum to life.

Friends is committed to fostering a welcoming, growth-minded, and mission-driven environment where all employees demonstrate an active dedication to meeting Friends’ employee competencies of effective communication, culture of service, people development, decision making, building relationships and emotional intelligence, and functional skills and knowledge.

Position Summary: The Museum Venue Rentals Manager oversees all aspects of the facility rental program, ensuring exceptional client service, operational excellence, and revenue growth. This role is responsible for managing client relationships, coordinating events, supervising staff, and promoting the Museum as a premier event venue. The Manager works collaboratively with internal departments to align rental operations with the Museum’s mission and strategic goals.

Supervisory Responsibilities: Social Events Coordinator (full-time) and potential for several Rentals Associates (part-time)

Duties/Responsibilities:

Sales & Marketing

- Proactively source outside sales opportunities (outside sales calls, trade shows, e-mailings, mailings, referrals, social media) to network and develop relationships with clients of target groups and corporate clients.
- Identify and implement strategies to gain new sales leads.
- Identify and propose new rental packages, upgrades, and revenue-generating opportunities to senior leadership, ensuring offerings meet market demands.
- Directly manage and oversee all events.
- Schedule and lead engaging venue tours tailored to potential clients' needs and interests.
- Respond promptly to rental inquiries with a proactive, client-focused approach, ensuring a seamless booking experience.
- Collaborate across departments, including marketing, development, and education, to strategically publicize and position the Museum as a premier event venue.
- Set and achieve performance goals, such as increasing annual rental bookings or maintaining high client satisfaction scores.

Process Management

- Oversee all payment processes, ensuring accurate, secure, and timely transactions via credit card, check, or other payment methods.
- Maintain organized and confidential records of contracts, payments, and client information, ensuring compliance with Friends' standards.
- Coordinate additional services (AV, security, catering setup, box office/museum store) and ensure payments for these services are processed efficiently.
- Guide the catering partner to ensure clients are getting what they need prior to contract signing; Lead coordination between internal clients and the catering partner for internal events.
- Coordinate event programming and lab needs with Research & Collections.
- Recruit, onboard, and train Rental Events staff to deliver high-quality service and maintain a professional and welcoming environment.
- Track and manage inventory of rental assets and supplies, ensuring proper maintenance and availability for events.
- Ensure compliance with local regulations and permitting requirements for hosting events, and adherence to Museum policies by all parties.
- Monitor and report on the fiscal year budget, planning charges and managing expenses to meet revenue goals.
- Serve as the primary administrator for event management software and invoicing systems, ensuring data accuracy, system integrity, and adoption of emerging technologies.

Event Coordination

- Serve as the primary contact for assigned rental events, ensuring smooth operations from planning to execution and providing real-time solutions to issues.
- Act as the main point of contact for complimentary rentals and other special use cases.
- Develop contingency plans for events to address potential issues or emergencies.
- Ensure a seamless client experience by promptly resolving any issues during events.
- Promptly report damages or unresolved issues to senior management, ensuring timely and effective resolutions.
- Report attendance numbers and provide event-related updates to relevant staff.

Other Responsibilities

- Collaborate with team members to support membership, fund development activities, and other organizational initiatives as needed.
- Incorporate environmentally sustainable practices into event operations, aligning with the Museum's mission.
- Participate in professional development opportunities to remain current on industry trends and best practices.
- Foster an inclusive and welcoming environment for clients and staff.

Physical Requirements:

- Prolonged periods of standing and walking.
- Ability to climb stairs in order to navigate multi-level museum spaces.
- Must be able to lift and carry up to 30 pounds.
- Frequent bending, kneeling, and/or reaching during events and/or setup.
- Ability to focus on detailed work, such as reading contracts, email correspondence, generating spreadsheets, and/or viewing digital systems.
- Ability to visually inspect spaces for setup accuracy, cleanliness, and safety.

Required Skills/Abilities:

- Strong interpersonal and communication skills, with the ability to engage diverse stakeholders.
- Proficient in event management software and Microsoft Office Suite; experience with Pipedrive preferred.
- Exceptional organizational skills, with keen attention to detail and the ability to manage multiple tasks and deadlines.
- Budget management experience and a results-driven mindset.
- **Ability to work evenings, weekends, and holidays as needed for event execution.**
- Ability to represent Friends and the Museum in a friendly and enthusiastic manner.

Education and Experience:

- Bachelor's degree in Event Management, Hospitality, Business, or a related field preferred.
- Minimum of 3-5 years of experience in venue rentals, event management, or a related area.
- At least 1-2 years of supervisory experience is strongly preferred.
- Experience in a nonprofit organization is highly valued.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required for the position. All employees may have other duties assigned at any time.

Friends of the NC Museum of Natural Sciences is an Equal opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age or any other characteristic protected by law.