

Manager, Events

Full-Time, Permanent Position

Hiring Manager: Director, Commercial Services

Closing Date: November 5, 2026

To apply, please submit your resume and cover letter to careers@glenbow.org.

Glenbow is an equal opportunity employer and values different perspectives, backgrounds, identities, and lived experiences. We are committed to building a diverse team and encourage candidates from underrepresented groups to apply. Should you have special accommodation needs, please let us know.

About Glenbow

Glenbow is an arts and culture museum undergoing a complete reimagining of what a museum can be. Every member of our team, regardless of job title, is focused on serving our community and reimagining the museum experience.

Our team is passionate about making art accessible to everyone. We are dedicated community builders, working to shape the future of arts and culture in Calgary and beyond. Working at Glenbow also means being part of an organization that recognizes its role in reconciliation and is working toward building an equitable community.

The Opportunity

Reporting to the Director, Commercial Services, the **Manager, Events** is responsible for the day-to-day leadership and operational excellence of Glenbow's venue rental program, positioning the JR Shaw Centre for Arts & Culture as a premier Calgary destination for weddings, corporate events, community events, and conferences. This is a hands-on, build-from-the-ground-up role. The Manager, Events will help establish the rental program ahead of Glenbow's 2027 reopening and lead its ongoing success once the museum opens.

This role combines sales pipeline management and client relationship development with rigorous event logistics and contract administration. Working within the pricing, policy, and partnership strategy established by the Director, Commercial Services, the role brings that strategy to life through exceptional client service and seamless event execution.

Key Responsibilities

Sales & Client Relationships

- Manage the end-to-end sales pipeline for venue rentals, from initial inquiry through booking, building toward Glenbow's corporate sales launch and beyond.
- Build and maintain relationships with corporate clients, event planners, and community partners, growing Glenbow's reputation and presence in the Calgary event and hospitality market over time.
- Respond to and qualify inbound rental inquiries via Glenbow's intake process, guiding prospective clients through space options, packages, and pricing tiers.
- Represent Glenbow at relevant industry events and venues, building Glenbow's network within Calgary's event and hospitality community.

Event Operations & Delivery

- Administer rental contracts and bookings in line with Glenbow's venue rental policies and pricing framework, escalating exceptions to the Director, Commercial Services.
- Manage the booking calendar and space allocation process across the JR Shaw Centre for Arts & Culture, coordinating with Programming and Advancement on shared spaces.
- With a team, oversee on-site event logistics and day-of delivery, ensuring a seamless experience for clients and guests.
- Coordinate with Building Operations, Security, Collections & Curatorial, and other relevant departments to ensure all events meet museum-specific building and collections requirements.
- Administer the preferred vendor program, maintaining relationships with approved external vendors.

People Leadership

- Build, train, schedule, and lead a team of event and venue staff as the program scales toward and through reopening.
- Provide day-to-day coaching and performance management for the events team.
- Model and reinforce Glenbow's visitor-centric, community-minded values in every client and guest interaction.

Financial & Reporting

- Manage event operating budgets within parameters set by the Director, Commercial Services.
- Track and report on key venue rental performance metrics (bookings, pipeline, revenue against target).
- Support development of seasonal and annual venue rental plans in partnership with the Director, Commercial Services.

Collaboration

- Work closely with the Advancement team to coordinate space use, logistics, and brand alignment for donor and stewardship events.
- Partner with Visitor Experience & Programming on space allocation that balances mission-focused activities with earned revenue goals.
- Work cross-organizationally to ensure space use, logistics, and events are executed within established best practices.
- Perform other duties, responsibilities and tasks as required or assigned.

Qualifications

- Post-secondary degree/diploma in Event Management, Hospitality, Business, or a related field; equivalent experience will be considered in place of formal education.
- Minimum five years of progressive experience in event, venue, hospitality, or client services management with direct accountability for sales pipeline, client relationships, and event delivery.
- Museum, arts, cultural, or non-profit sector experience is an asset.
- Demonstrated success leading, coaching, and developing an events, hospitality, or client services team.
- Experience leading teams within a unionized setting is an asset.
- Experience managing event logistics, contracts, and client communications with exceptional attention to detail and organization.
- Experience establishing or improving processes and systems, with the adaptability to thrive in a pre-opening environment.
- A genuine interest in Glenbow's mission and a commitment to delivering exceptional client experiences within a community-focused cultural institution.

Key Competencies

- Relationship-building with strong sales instincts, balanced with operational discipline.
- Strong people leadership and coaching ability.
- Detail oriented and process –driven; comfortable translating strategic direction into flawless day-of execution.
- Collaborative, adaptable, and mission aligned.

Working Conditions

- Flexibility to work a schedule that includes evenings, weekends, and holidays as the event calendar requires.
- Shifts include extended periods of time standing, supporting event coordination as needed.
- Must be able to lift and carry up to 50 lbs.