



Research Triangle Foundation of North Carolina

Position Title: Venue Coordinator

Department: Programs & Placemaking

Reports to: Placemaking Manager

Salary Range: Full time, based on experience

FLSA Status: Non-exempt

Who We Are

The Research Triangle Foundation (“Foundation”, “RTF”, “Research Triangle Park” or “RTP”), is a mission based not-for-profit which strives to serve the residents of North Carolina through economic development partnerships and initiatives. RTP is a 7,000-acre Science-Research Park located in the center of the Triangle region. Historically, the Foundation was built on a revenue model of land sales. Today, the Foundation sits in the master developer driver’s seat for a 100-acre site within RTP known as Hub RTP (“Hub”).

Within the Hub site are two active properties, Frontier RTP and Boxyard RTP, that sit on half of the land and have established brands around creating community through regional amenities. Frontier RTP is a ~500K SF corporate campus made up of five office buildings offering affordable space for entrepreneurs and small businesses centered around free public coworking and event programming. Boxyard RTP is a ~15K SF food, beverage and retail facility that is comprised of reused shipping containers. Featuring a community dog park, public art and a robust events calendar, Boxyard has quickly made a name for itself as being a unique destination to gather friends, family and colleagues in RTP.

The second phase of Hub RTP, the remaining 46 acres, is currently under construction and is branded as RTP’s new “downtown”, featuring food and beverage, office towers, parking decks, a hotel and, for the first time, residential units! As of Fall 2024, there are now “heads in beds” inside the Research Triangle Park, and the Foundation is dedicated to creating a sense of place with unforgettable programs and experiences.

In 2022, the Foundation opened The Experience Center (“XPC”) to provide a showroom for our brokerage teams, a touchdown space for RTF meetings, and a rentable event space for our partners. The XPC sits on the Frontier campus and features a great vantage point for the ongoing construction at Hub. As construction continues, the Foundation intends to keep this location activated and continuously reimagine its potential.

RTF is a regional convener in the center of the Triangle serving a diverse group of companies, governmental agencies, community, and interest groups. We provide and identify meeting space opportunities within properties that we own and manage, also partnering with RTP companies to host events on their campuses. In April 2023, the RTF team relocated to a newly renovated office space within the Frontier campus. This new facility includes three conference rooms and several



different event spaces where RTF internally hosts Board members, local partners, and organizations visiting the region.

Who We Are Looking For

The Programs & Placemaking Department is looking for a hospitality-minded event professional to join our team and oversee internal meetings and event rentals at three locations on our campus while assisting the department in day-to-day needs. This person will be the boots on the ground at events and programming happening throughout our campus and will also have the opportunity to ideate future events and programs. We are looking for someone whose customer service is second to none, an innovative “doer”, a foodie who knows all the best catering in the region, and someone extremely organized that can thrive in the unknown. This role involves a lot of communication on all fronts; our ideal candidate is prompt and has stellar interpersonal skills. There will be times when there are multiple events occurring at once. This team member will need to be able to prioritize the tasks at hand and juggle their schedule accordingly.

Highlights of This Role

Event Rentals

- Serve as the primary contact for venue bookings at Research Triangle Park Headquarters (RTP HQ), Hub RTP Experience Center (XPC), and Boxyard RTP (Boxyard).
- Oversee rental schedules, lead facility tours and event check-in meetings, and manage required paperwork.
- Coordinate with leadership and other departments to meet group-specific needs, including room setups, catering, welcome bags, and special requests.
- Oversee event execution on the day of, addressing AV and other on-site needs to ensure a seamless experience.
- Maintain and organize event systems to streamline scheduling, booking records, and documentation.
- Track usage metrics and provide monthly, quarterly, and annual reports.
- Respond to event inquiries by phone and email.

Facility Operations

- Maintain the RTP HQ catering kitchen, staff coffee machine, staff kitchen, and HQ common areas. Order supplies, snacks and beverages, clean equipment, tidy as needed.



- Oversee all operations at the Hub RTP Experience Center (XPC), including stocking supplies, ordering promotional materials, updating interior design elements, and setting up AV equipment.
- Collaborate with the Property Management team to complete work orders, as it relates to campus venues.

Administrative Support

- Serve as the in-house expert for all catering needs by maintaining a preferred vendor list and coordinating local catering for meetings and events at RTP HQ and XPC, considering group size, budget, and dietary requirements.
- Coordinate room reservations, setup, cleanup, and AV arrangements for Board meetings, committee meetings, leadership-level discussions, and visiting delegations at RTP HQ and XPC.
- Respond to emails directed to the general Boxyard RTP and Programming accounts, as well as the general phone line, routing inquiries to the appropriate team members based on requests.
- Assist the Administrative Team with meeting logistics and catering as needed.
- Cover events and programs across the campus as needed, including Happy Hour events, speaker series, live music events, and weekend programming.
- Collaborate with the Placemaking & Programming team to support, brainstorm, and create events across all three brands: Frontier RTP, Boxyard RTP, and Hub RTP.
- Perform other duties as assigned.

Qualifications

- High school diploma or equivalent.
- 1-2 years' experience in a professional events setting.
- Must be at least 21 years old with a valid driver's license.
- Possess an outgoing personality and the desire to provide exceptional customer service.
- Must be highly organized with the ability to manage and prioritize multiple tasks.
- An autonomous worker, critical thinker, and the ability to work under pressure.



- Open-minded and flexible with the ability to adapt quickly in a fast-paced team environment.
- Strong interpersonal communication and leadership skills with a keen attention to detail.
- Ability to communicate effectively both orally and via technology, including email, Teams and social media, with individuals at all levels of the organization.
- Excellent verbal and written communication skills.
- Excellent problem-solving and interpersonal skills.
- Ability to work effectively both independently and within a team.
- Proficiency in Microsoft Office applications.
- Professional presentation, appearance, and work ethic.

What You Need to Know

Physical Demands

- Sitting and standing for extended periods is common. This is not a “desk job”; expect to be on the move! All of our buildings and facilities are ADA accessible.
- Activities occur both inside and outside with exposure to some seasonal cold, heat, and humidity.
- This role requires occasional driving offsite to purchase supplies. Access to a reliable vehicle is required.
- Hearing, vision, and communication within normal ranges are essential for day-to-day aspects of this role. It is important to mention that music can be loud at Boxyard RTP, for those applying with sensory sensitivity.
- Ability to communicate orally and through technology. Regular use of email, phone, Microsoft Teams, and social media is expected.
- Good manual dexterity for the use of common office equipment and the willingness to learn the ins and outs of our AV equipment.
- Ability to lift ~25lbs. Moving and reconfiguring tables, chairs, and other event materials will occur throughout your day.
- Working nights and weekends is **essential to this role**. As an employer, we know that work life balance is also essential. To keep the work week to 40 hours, we will allow this employee to flex their schedule when needed.



Working Environment

You will be joining the team in our brand-new office space on the Hub RTP campus. It should be noted that the nature of this role is being present in person executing events at our facilities and programmatic efforts within the department. This role requires you to work in person, with seldom opportunities for hybrid work. You will be hopping back and forth between the office, the XPC, Frontier RTP and Boxyard RTP depending on the community you are serving. Invest in some comfortable shoes!

Please email resumes and references to Hanna Williams at williams@rtp.org.