

JOB DESCRIPTION

EVENT MANAGER



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| Facility Name: | SWIFTEL CENTER |
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JOB INFORMATION

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| Job Title: | Event Manager | Department: | Events |
| Reports To: | Associate Director Event Operations | FLSA Status: | Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> |
| Prepared By: | Jeremy Linstad | Date Prepared: | 11/14/17 |
| Approved By: | Angela Wieck | Approved Date: | 11/17/17 |

SUMMARY

This position shall manage all aspects of events by booking, preparing estimates, contracts, coordinate event functions, supervise event services and manager on duty for events. Coordinates and oversee all phases of events giving great attention to detail, while maintaining high standards of customer service. This position is also responsible for generating sales leads. Requires evening and weekend work in excess of 40 hours per week and the ability to work long flexible hours, including evenings, weekends and holidays.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Receives and responds to booking inquires, keeping our event management program up to date.
2. Responsible for sales leads through personal calls, cold calls, lead generations, trade conferences and works closely with Convention Visitors Bureau creating and submitting bids on events.
3. Manage the hiring, training, scheduling, and supervision of all Event Services.
4. Completes contract between facility and client by obtaining appropriate information from the client including the event type, room requirements including but not limited to equipment, audio/visual, timeline, insurance certificates, catering menus and staffing requirements.
5. Produce accurate detailed event information, layouts, and estimates.
6. Coordinating with all departments to ensure successful event.
7. Implement and maintain proper scheduling and supervision of contracted services for events
8. Review, recommend, implement policies/procedures for Event Services with Executive approval.
9. Maintain on-going relationships and communication with tenants, user groups, and volunteers
10. Participate in development of strategic planning, annual business plan and budget; monitor and manage on-going event services and event expenses within budget. Utilize event management software to maximize room usage.
11. Assures events are executed per contract in compliance with building policy, life safety, federal, state, local codes and ordinances.
12. Manager on duty for assigned events with proper coverage during normal business hours
13. Perform other tasks as assigned

SUPERVISORY RESPONSIBILITIES

1. Schedule, supervise, evaluate, reward, and discipline event service employees. Work with HR to adhere to hiring practices, complete time sheets and monitor labor expenses.
2. Determine proper staffing levels according to patron safety, event requirements and general facility security requirements to ensure safety of all patrons and staff.
3. Contract with local police, emergency medical and other first responder for events as needed.
4. Develop training orientation for new staff and develop ongoing training programs for all event staff including but not limited to customer service levels and emergency response plans.
5. Ensure necessary incident and event reports are properly completed and distributed per current procedures.

QUALIFICATIONS

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. A basic knowledge of business and event management practices and procedures.
2. Ability to compile and maintain records for payroll, personnel scheduling, and event scheduling.
3. Knowledge of procedures and requirements of the entertainment business to insure good relationships with promoters and performers.
4. Ability to exercise sound judgment and make proper decisions in handling incidents at all types of events.
5. Ability to communicate in a clear and concise manner, both orally and in writing.
6. Ability to properly train all event employees in handling crowds and the general public for the events scheduled at the facility.
7. Proven ability to deal in a professional and cordial manner with the public attending events.
8. Ability to plan, service and supervise a variety of events with the assistance and cooperation of other staff members.
9. Ability to anticipate equipment and other needs for individual events.

EDUCATION and/or EXPERIENCE

1. High school diploma or general education degree (GED); or three years event management experience in a similar type facility; or equivalent combination of education and experience.
2. Bachelor's degree (B. A.) from four-year College or University in management, hospitality or business-related field is preferred.
3. Experience working in a computer network environment utilizing multiple Microsoft and event management programs.
4. Knowledge of event production and operations including coordinating events with promoters, pre-event planning, organizing physical facility and staffing.
5. Ability to manage and account for sales, cash, and inventory.

CERTIFICATES / LICENSES / REGISTRATIONS

1. Applicant must possess current, valid driver's license and a current working home telephone with a number that can be accessed by building management personnel for contact purposes.

LANGUAGE SKILLS

1. Ability to read and interpret documents such as safety rules, requests for proposals, operating and maintenance instructions, and procedure manuals.
2. Ability to write routine reports and correspondence.
3. Ability to deal effectively and courteously with lessees, user groups, their representatives and the general public.
4. Ability to speak and understand English.

MATHEMATICAL SKILLS

1. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
2. Ability to compute rates and calculate figures such as proportions and percentages.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to remember previously learned material such as specifics, criteria, techniques, principles, and procedures; ability to grasp and interpret the meaning of material; ability to use learned material in new and concrete situations; ability to break down material into its component parts so that its organizational structure can be understood; ability to recognize casual relationships, discriminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment; ability to put parts together to form a new whole or proposed set of operations; ability to relate ideas and formulate hypotheses; ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards; ability to appraise judgments involved in the selection of a course of action; ability to identify choices and

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potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to stand; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear.
2. The employee frequently is required to walk.
3. The employee is occasionally required to sit.
4. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and high, precarious places.
2. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, risk of electrical shock, and vibration.
3. The noise level in the work environment is usually moderate, but there will be cases where the noise level is loud to extremely loud.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

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| Employee Signature: | | Date: | |
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