



OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Account Executive	Bargaining Unit	Non-represented
Functional Job Family	Sales & Marketing	Classification #	8350
FLSA	<input checked="" type="checkbox"/> Exempt - Administrative <input type="checkbox"/> Non-Exempt	Salary Grade #	322
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	May 2007

CLASSIFICATION DESCRIPTION

Manage, coordinate and sell small events at assigned facility. Manage, coordinate and oversee all aspects of services provided to assigned events. Act as liaison to clients and staff to provide information and assistance during events. Work with clients to ensure repeat booking of small events. Ensure compliance with established policies, procedures, programs and services.

DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

1. Generates revenue by promoting facility rental and sells services to new and existing clients with small events; re-books business by following up with clients after events.
2. Negotiates contracts between represented facility and client to maximize revenue; ensures contracts follow agency policies and procedures and are in compliance with applicable laws and policies; creates event documents, diagrams, floor plans, etc.
3. Maintains booking calendar and information to ensure reservations are protected against scheduling conflicts.
4. Develops and cultivates effective professional relationships; maintains contact with current clients; attends events that provide opportunity for networking and relationship building within the tourism and commercial industries.
5. Meets with clients to determine event needs; provides information on available services; conducts tours of facility; recommends appropriate space and services; answers questions; assists clients in finalizing rental arrangements.
6. Manages, coordinates and oversees services provided to clients, such as audiovisual, telecommunications, set-up, custodial, maintenance, security, parking, catering and admissions.



7. Coordinates the work of vendors and contractors, such as catering services, concessionaires, parking, shipping/receiving, etc.
8. Manages, coordinates and oversees the work of admissions staff, operations staff, volunteers and security services during assigned events.
9. Prepares written critique of each event; calculates, prepares, and submits summary billing statements; prepares addenda to contracts; prepares and reconciles event settlements within established guidelines and timeframes.
10. Coordinates activities with other departments to ensure services are appropriate and performed in an efficient and timely manner.
11. Ensures compliance with policies, procedures, codes, ordinances, regulations, and other requirements, including but not limited to OSHA.

Secondary Functions:

1. Maintains accurate and complete records and produces various reports.
2. Participates in interdepartmental planning meetings and leads facility scheduling meetings.
3. Other duties which may be necessary or desirable to support the agency's success.

Supervisory Responsibilities:

When managing events, this position has full authority to direct the workforce, make on-the-spot management decisions, and initiate the disciplinary process. This position also provides lead direction, guidance and coaching to members of the work group. Responsibilities include scheduling members of the work group, orienting and training others in applicable policies, procedures and techniques, and providing assistance to management in achieving work group success.

Education and/or Experience; Certificates, Licenses, and Registrations:

- Bachelor's Degree with major course work in public relations, marketing, business administration or related field, and
- Minimum of three (3) years of experience in a public assembly building or related facility, or
- Any equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties
- Must possess a current and valid CPR/AED Certification

Knowledge, Skills and Abilities:

- Operations, services and activities of a public assembly facility or related facility
- Principles, procedures, methods and techniques of marketing and event management
- Basic accounting principles
- Strong organizational skills with the ability to effectively coordinate the work of others
- Sales presentations, client relationship building, negotiation and persuading others



- Public speaking and presenting information and ideas to individuals and in group settings
- Plan, implement and coordinate projects
- Interact effectively with diverse groups of promoters, clients and the public and remain calm, professional, and polite even with dealing in difficult situation with others
- Prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work
- Interpret and explain booking and scheduling policies and procedures
- Focus and maintain a calm demeanor in a high-paced environment
- Analyze information and use logic to resolve issues and problems
- Communicate clearly and concisely, both orally and in writing
- Work effectively with potential clients
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Work various hours, including evening, weekends, and holidays

Physical Demands / Work Environment:

- Majority of work is completed in an indoor environment with exposure to moderate levels of noise in a well-lit, well-ventilated and fast-paced environment
- Continuously required to read a computer screen; hear and/or respond to verbal/audio cues; see and/or respond to visual cues; perform repetitive motions of hands and wrists; stand and/or walk for extended periods of time
- Frequently required to sit for extended periods of time; lift, push, pull and/or carry objects up to 25 pounds
- Rarely required to reach with hands and arms; twist and/or bend



“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

MERC General Manager

Date

MERC Human Resources Manager

Date