



**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*

<b>Job Title</b>	Director of Event Services	<b>Bargaining Unit</b>	Non-represented
<b>Functional Job Family</b>	Events	<b>Classification #</b>	8302
<b>FLSA</b>	<input checked="" type="checkbox"/> Exempt – Executive/Supervisory <input type="checkbox"/> Non-Exempt	<b>Salary Grade #</b>	325
<b>Position Status</b>	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<b>Revision Date</b>	May 2007

**Classification Description:**

Direct, manage and oversee the overall operations of events services. Direct, manage and oversee the activities of staff involved in providing services for all events held at the Oregon Convention Center (OCC). Plan, develop and implement department goals and objectives. Develop and implement appropriate policies, programs and services. Serve as member of management team.

**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. Directs, manages and oversees all aspects of events services and initiatives to enhance revenue through returning business.
2. Manages and supervises the activities of event managers and account executives; manages and oversees event planning, liaison services, staffing and event communication.
3. Reviews and assigns newly booked business.
4. Reviews and approves event documentation and final event settlement.
5. Develops and implements department goals and objectives, and policies and priorities of department programs, projects and functions.
6. Plans, directs, coordinates and reviews department work plan; monitors and evaluates the effectiveness and efficiency of processes, methods and procedures; oversees and coordinates the activities of contracted services.
7. Develops, implements and manages department budget; forecasts additional funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments as necessary.
8. Meets with key clients, assists sales team with maintaining relationships and serves as primary contact for negotiated contracts; provides advice and guidance in developing appropriate solutions to meet client needs.



9. Supports facility bookings by meeting with potential clients for large events to sell them technical services packages and assure them of the facility's capability to effectively produce large, complex events.
10. Leads internal cross-departmental collaboration to meet client needs; liaise between events department and other departments to ensure quality of services provide and resolves conflicts.
11. Provides customer service to clients; offers information on available services; researches and resolves discrepancies in settlement and billing documentation.
12. Ensures the automated event information management system is accurately updated.
13. Participates on various committees and in marketing events.
14. Ensures compliance with codes, ordinances, regulations, and other requirements, including but not limited to, Owner Controlled Insurance Program (OCIP), Leadership in Environmental and Energy Design Certification (LEED), and OSHA.

**Secondary Functions:**

1. Represents OCC in the media and to the general public; addresses and responds to questions and provides information regarding the services offered at OCC.
2. Conducts inspections of building(s) and grounds for appearance and event readiness.
3. Provides tours of facility as needed to clients and potential clients.
4. Backfills for subordinate staff at events.
5. Completes other duties which may be necessary or desirable to support the agency's success.

**Supervisory Responsibilities:**

This position achieves success through subordinate supervisors, ensuring they have the necessary leadership and tools to achieve success. The incumbent is responsible to carry out the full spectrum of management responsibilities in accordance with the agency's policies and applicable laws, and ensure subordinate supervisors also carry out supervisory duties appropriately. Responsibilities include hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

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

- Bachelor's Degree in sales, marketing, business administration or a related field, and
- A minimum of six (6) years of experience coordinating events for a public assembly facility, and
- A minimum of three (3) years of supervisory or management experience, or
- An 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.



**Knowledge, Skills and Abilities:**

- Operations, services and activities of a convention center or related facility
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
- Principles, procedures, methods and techniques of event management
- Principles and practices of account and budget preparation and controls
- Public speaking and presenting information and ideas to individuals and in group settings
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals
- Lead and manage staff and resources in an effective and efficient manner
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work
- Work various hours, including evening, weekends, and holidays

**Physical Demands / Work Environment:**

- Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and moderately paced environment
- Continuously required to read computer screen; hear and/or respond to verbal/audio cues; see and/or respond to visual cues; perform repetitive motions of hands and wrists
- Frequently required to sit for extended periods of time; lift, push, pull and/or carry objects up to 25 pounds; stand and/or walk for extended periods of time
- Rarely required to stoop, kneel, crouch or crawl; twist and/or bend; climb and/or balance; exposed to outdoor weather conditions

*“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