



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	House/Event Manager	Bargaining Unit	Non-represented
Functional Job Family	Events	Classification #	8200
FLSA	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Salary Grade #	216
Position Status	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	Revision Date	May 2007

Classification Description:

Manage, coordinate and oversee all aspects of services provided to clients on the day of assigned events, and front of house staff. Liaise with clients and staff to provide information and assistance during events, such as concerts, performances, lectures, seminars, rehearsals, receptions, meetings, consumer shows and trade shows. 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. Manages, coordinates and oversees services provided to clients on the day of assigned events, such as audiovisual, telecommunications, set-up, custodial, maintenance, shipping and receiving, security, parking, catering and admissions.
2. Manages and coordinates contracted services, such as catering, decorating, concessionaires, parking, shipping/receiving, etc.
3. Manages, coordinates and oversees the work of admissions staff, operations staff, volunteers and security services during assigned events.
4. Liaise with clients, contractors, vendors and other departments; manages and coordinates the needs of clients with vendors, contractors and other departments to ensure appropriate services are provided.
5. Inspects public areas of facility before, during and after event to ensure cleanliness and compliance with safety standards.
6. Prepares written evaluations of each event; maintains accurate and complete records; produces various reports.
7. Prepares and reconciles event settlements within established guidelines and timeframes; records and computes hours worked for front-of-house staff for payroll purposes and client invoicing.



8. Maintains accurate and complete records; produces various reports; may handle cash.
9. Ensures compliance with policies, procedures, codes, ordinances, regulations, and other requirements, including but not limited to OSHA.

Secondary Functions:

1. 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, including sending staff home pending investigation and potential discipline. 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:

- Associate's Degree in public relations, marketing, business administration, performing arts or related field, and
- A minimum of two (2) years of experience in event management for a public assembly facility, 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.
- Must possess a current and valid Cardiopulmonary Resuscitation Certification.

Knowledge, Skills and Abilities:

- Operations, services and activities of a public assembly facility or related facility
- Principles, procedures, methods and techniques of event management
- Basic accounting principles
- Strong organizational skills with the ability to effectively coordinate the work of others.
- Respond effectively, make appropriate decisions and lead others in emergency situations
- Interact effectively with diverse groups of promoters, clients and the public and remain calm, professional, and polite even when working in difficult situations others
- Analyze information and use logic to resolve issues and problems
- Communicate clearly and concisely, both orally and in writing
- Focus and maintain a calm demeanor in a fast-paced environment
- Prioritize and multi-task; 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



- Recognize and evaluate various options and opportunities and determine the most effective course of action
- 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
- Rarely required to reach with hands and arms; twist and/or bend; lift, push, pull and/or carry objects up to 25 pounds; work near or around moving mechanical parts; 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