



Classification Description

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	Senior Event Manager	Bargaining Unit	Non-represented
Functional Job Family	Events	Classification #	8215
FLSA	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	Salary Grade #	323
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	May 2007

Summary:

Train, coach and develop event managers and account executives in their roles managing and coordinating events. Train, coordinate and schedule the activities of all part-time event staff. Manage, coordinate and oversee all aspects of services provided for assigned events. Ensure compliance with established policies, procedures, programs and services.

Reasonable Accommodations:

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.

Essential Functions:

- Train, coach and assist in developing event managers and account executives; train, coordinate and schedule all part-time staff, including managers and receptionists.
- Manage, coordinate and oversee services provided to clients for assigned events, such as audiovisual, telecommunications, set-up, custodial, maintenance, security, parking, catering and admissions.
- Manage and coordinate the work of vendors and contractors, such as catering services, concessionaires, parking, shipping/receiving, etc.
- Manage, coordinate and oversee the work of admissions staff, operations staff, volunteers and security services during assigned events.
- Coordinate and manage the needs of clients with vendors, contractors and other departments to ensure appropriate services are provided.
- Act as liaison to clients, contractors, vendors and other departments to ensure accurate, thorough and timely distribution of event specification information.
- Prepare event documents, including production and event schedule, service and utilities orders, staffing requests, diagrams, floor plans, etc; ensure events have all applicable insurance and permits.



- Coordinate activities with other departments to ensure services are appropriate and performed in an efficient and timely manner.
- Calculate estimates, billing statements and purchase orders; prepare and reconcile event settlements within established guidelines and timeframes
- Evaluate and resolve issues involving event procedures.
- Ensure events have all applicable insurance and permits.
- Ensure compliance with policies, procedures, codes, ordinances, regulations, and other requirements, including but not limited to OSHA.
- Serve as liaison with the Fire Marshall's office, working to incorporate fire safety regulations in event planning; maintain engaged, constructive work relationship with Fire Marshall's office.

Secondary Functions:

- Create and maintain event files.
- Facilitate sales efforts by up-selling services as appropriate.
- Provide support to the marketing and sales department, i.e. meet with clients, conduct site tours, assist with managing booking calendar, etc.
- 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. In addition, this position provides lead direction, guidance and coaching to staff working the day of the event and to other professional members of the events department 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
- A minimum of four (4) 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

Necessary Knowledge, Skills and Abilities:

- Knowledge of operations, services and activities of a public assembly facility or related facility.
- Knowledge of pertinent Federal, State and local laws, codes and regulations.
- Knowledge of principles, procedures, methods and techniques of event management.
- Knowledge of basic accounting principles.
- Strong organizational skills with the ability to effectively coordinate the work of others.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.



- Ability to plan, implement and coordinate projects.
- Ability to deal effectively with clients and potential clients.
- Ability to interact effectively with diverse groups of promoters, clients and the public and remain calm, professional, and polite even with dealing with rudeness from others.
- Ability to analyze information and use logic to resolve issues and problems.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to focus and maintain a calm demeanor in a high-paced environment.
- Ability to prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate.
- Ability to establish and maintain effective, cooperative working relationships with those contacted in the course of work.
- Ability to recognize and evaluate various options and opportunities and determine the most effective course of action.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to 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; stand and/or walk for extended periods of time; sit for extended periods of time.
- Frequently required to perform repetitive motions of hands and wrists; reach with hands and arms; lift, push, pull and/or carry objects up to 25 pounds.
- Rarely required to stoop, kneel, crouch or crawl; twist and/or bend; lift, push, pull and/or carry objects up to 50 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