
Classification Description

Title: Senior Event Manager

Pay Range: 323

Job Code: 8215

Employee Group: MERC Non-Rep Exempt

Established: NA

Revised: May 2007; January 2015

EEO Category: Officials and Administrators

FLSA Status: Exempt - Administrative

DESCRIPTION

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

DISTINGUISHING FEATURES

DUTIES AND RESPONSIBILITIES

1. Train, coordinate and schedule all event staff, including managers and receptionists.
2. Assist in the development of annual events budget.
3. Represent and/or assist the Director of Event Services at strategic planning meetings and in overseeing event management staff and ensuring successful completion of all events in Director's absence.
4. Manage all types and sizes of events.
5. Manage, coordinate and oversee services provided to clients for assigned events, such as audiovisual, telecommunications, set-up, custodial, maintenance, security, parking, catering and admissions.
6. Manage and coordinate the work of vendors and contractors, such as catering services, concessionaires, parking, shipping/receiving, etc.
7. Manage, coordinate and oversee the work of admissions staff, operations staff, volunteers and security services during assigned events.
8. Coordinate and manage the needs of clients with vendors, contractors and other departments to ensure appropriate services are provided.
9. Act as liaison to clients, contractors, vendors and other departments to ensure accurate, thorough and timely distribution of event specification information.
10. 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.
11. Coordinate activities with other departments to ensure services are appropriate and performed in an efficient and timely manner.

12. Calculate estimates, billing statements and purchase orders; prepare and reconcile event settlements within established guidelines and timeframes
13. Evaluate and resolve issues involving event procedures.
14. Ensure events have all applicable insurance and permits.
15. Ensure compliance with policies, procedures, codes, ordinances, regulations, and other requirements, including but not limited to OSHA.
16. 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.
17. Create and maintain event files.
18. Facilitate sales efforts by up-selling services as appropriate.
19. Provide support to the marketing and sales department, i.e. meet with clients, conduct site tours, assist with managing booking calendar, etc.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Bachelor's Degree with major course work in public relations, marketing, business administration, or related field
- A minimum of four (4) years of experience in event management for a public assembly facility

- Supervisory experience preferred
- CMP, or similar industry certification, required at time of hire or obtained within the first year of employment
- Must possess a current and valid Cardiopulmonary Resuscitation Certification
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

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
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate

Additional Requirements:

- Successfully pass the background checks and screening requirements required for the position

SUPERVISION RECEIVED

SUPERVISION EXERCISED

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. Provide supervision to the part-time Event Receptionists. Responsibilities include assisting in the hiring process, overseeing the scheduling process, orienting and arranging appropriate training, and disciplinary actions when needed.

RELATIONSHIPS/CONTACTS

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

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
- As necessary to meet workload demands, works outside of typical schedule including evening/weekend hours. Work may require travel to off-site locations.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.