

## JOB DESCRIPTION

**FACILITY:** Gateway Center  
**JOB TITLE:** Event Manager

**DESCRIPTION:** The Event Manager is responsible for planning, organizing, and controlling events within the facility as assigned and monitors logistical interfacing of these events, to include but not limited to preparing event outlines and scaled drawings of event areas and coordinating equipment distribution and event billing. The duties will include all event coordination tasks after events are booked through conclusion. Ensures that all building users requirements are met and facility rules, regulations and policies are adhered to, by serving as a liaison between facility and users. A "can do" attitude and positive public relations are integral to the Center's success. Position includes answering telephones, giving direction and support to all guests. Employee will report to the Director of Event Services.

### EXAMPLE OF DUTIES:

- Performs liaison duties between facility management and building users.
- Explains building policies and procedures to building users and the public.
- Explains to building users facility technical capabilities.
- Maintains records and prepared reports and correspondence, as necessary.
- Quality Control (visual inspection of event equipment and room to ensure these items are in good report deficiencies to the appropriate building personnel).
- Initiate event coordination so details are secured and finalized in accordance with event planning timeline procedure.
- Prepares drawings illustrating event requirements.
- Schedule of outside event staffing labor, such as security and police coverage.
- Manage event logistics, including equipment inventory, staffing, storage, and building usage.
- Inform operations staff of any special needs in regards to events.
- Oversee events and functional supervision of all event related personnel while events are in progress.
- Responds to in-house emergencies and contact emergency personnel and documentation of emergency.
- Overall supervision of operational and part-time staff, (security, maintenance, housekeeping and production, etc.) during events and setup.
- Assists in development and implementation of all building and safety procedures.
- Follows through during each event, assisting facility users to ensure that functions run smoothly, and checking details such as specific room set-ups, and event timelines.
- Ensure cleanliness and smooth functioning of building and grounds.
- Follow event settlement procedure, which consist of costs relative to each event such as staffing, special requests, rental equipment, etc. for invoicing by finance department and secures attendance figures and over night stays for each event.
- Responsible for managing complete files to maintain thorough event information.
- Responsible for inspection of facility prior to event and completion of event for damage.
- Coordinate and facilitate Weekly Event Meetings.
- And, otherwise, instructed by the Executive Director or Director of Event Services.

**ABILITY TO:**

- Coordinate and satisfy the requirements for multiple events occurring simultaneously.
- Prepare complete and accurate checklists of lessee requirements for distribution.
- Deals tactfully and works effectively with lessees, other employees, and members of the public.
- Resolve lessee and public problems and complains in accordance with established policies and procedures.
- Sets up and operates microphones and Audio/Visual equipment, when necessary.
- Accurately calculates charges and prepares final statements for additional equipment and services.
- Prepares event reports.
- Communicate well both orally and in written form.
- Work weekends, evenings and holidays.
- Anticipate equipment and other needs for individual events.
- Identify potential problems and make necessary plans for corrective action.
- Follow directions with minimal instructions.

**QUALIFICATIONS:**

- Thorough knowledge of facility and equipment requirements in the presentation of varied public events.
- Thorough knowledge of directing events where large numbers of the general public are in attendance and their safety and well being are of paramount importance.
- Ability to analyze operation conditions and problems and to take appropriate action.
- Ability to work in a changing and stressful environment.
- Ability to work long, irregular hours as dictated by schedule of events.
- Proficient in Microsoft Office.
- Good communications skills both written and verbal.
- Ability to work with people, sound skills in planning, organizing, math or drafting and leadership quality.
- Minimum Education and Experience: Graduation from a four-year college or university; two years experience in a responsible position in a public facility. Other equivalent combination of education and experience may be considered.