

JOB DESCRIPTION EVENTS MANAGER



Facility Name:	FORD CENTER & VICTORY THEATRE
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JOB INFORMATION

Job Title:	Guest Services Event Manager	Department:	Operations
Reports To:	Associate Executive Director	FLSA Status:	Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/>
Prepared By:	Colin Holman	Date Prepared:	01/28/2024
Approved By:		Approved Date:	

SUMMARY

This position shall Manage ALL guest services, event security and outside partners at the Ford Center and Victory Theatre and manages event information and event functions. Coordinates facility contract security, sworn security and contract first aid services. Directs part-time staff. Requires evening and weekend work in excess of 40 hours per week and the ability to work flexible hours, including evenings, weekends and holidays.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

1. Manage the hiring, training, payroll and scheduling of all Guest Services and Event Security part-time staff personnel.
2. Supervise the performance of the Event Services part-time staff and volunteers.
3. Gather accurate event information, produce event data sheets, and ensure that event setups are accurate for all events. Create floor plans for ticket office scaling and production via AutoCad.
4. Implement and maintain proper scheduling and supervision of contract services for all events.
5. Review and implement policies and procedures for Event Services and make recommendations to Executive & Associate Director for modifications as necessary.
6. Maintain on-going professional relationships and communication with tenants, user groups, and volunteers.
7. Point of contact for touring, promoter and other event producers for all event production needs.
8. Monitor and maintain facility compliance with ADA requirements, making appropriate recommendations for services and accommodations.
9. Maintain regular, scheduled office hours, which will include nights, weekends, and holidays.
10. Plans and coordinates a variety of facility events, including ice hockey & basketball games, family shows, concerts, sports and trade shows, conferences, and banquets.
11. Perform other tasks as assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervises employees in Event Services, including Guest Services and Event Security. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees and volunteers; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. A basic knowledge of business management practices and procedures.
2. Knowledge of AutoCad, preferred but not required.
3. Ability to compile and maintain records for payroll, personnel scheduling, and event scheduling.

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4. Knowledge of procedures and requirements of the entertainment business to insure good relationships with promoters and performers.
5. Ability to exercise sound judgment and make proper decisions in handling incidents at all types of events.
6. Ability to communicate in a clear and concise manner, both orally and in writing.
7. Ability to properly train all event employees in handling crowds and the general public for the events scheduled at the facility.
8. Proven ability to deal in a professional and cordial manner with the public attending events.
9. Ability to plan, service and supervise a variety of events with the assistance and cooperation of other staff members.
10. Ability to anticipate equipment and other needs for individual events.

EDUCATION and/or EXPERIENCE

1. High school diploma or general education degree (GED); or three years event operations experience in a similar type facility; or equivalent combination of education and experience.
2. Degree in management or business-related field preferred.
3. Experience working in a computer network environment utilizing Microsoft Word and Excel programs.
4. Knowledge of event production and operations including coordinating events with promoters, pre-event planning, organizing physical facility and staffing.

CERTIFICATES / LICENSES / REGISTRATIONS

1. Applicant must possess current, valid driver's license.

LANGUAGE SKILLS

1. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
2. Ability to write routine reports and correspondence.
3. Ability to deal effectively and courteously with lessees, user groups, their representatives, and the general public.
4. Ability to speak and understand English.

MATHEMATICAL SKILLS

1. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
2. Ability to compute rates and calculate figures such as proportions and percentages.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to remember previously learned material such as specifics, criteria, techniques, principles, and procedures; ability to grasp and interpret the meaning of material; ability to use learned material in new and concrete situations; ability to break down material into its component parts so that its organizational structure can be understood; ability to recognize casual relationships, discriminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment; ability to put parts together to form a new whole or proposed set of operations; ability to relate ideas and formulate hypotheses; ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards; ability to appraise judgments involved in the selection of a course of action; ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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1. While performing the duties of this job, the employee is regularly required to stand; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear.
2. The employee frequently is required to walk.
3. The employee is occasionally required to sit.
4. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and high, precarious places.
2. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, risk of electrical shock, and vibration.
3. The noise level in the work environment is usually moderate, but there will be cases where the noise level is loud to extremely loud.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
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