



EVENT CENTER MANAGER

Job Description

The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Class Title:	Event Center Manager	Effective Date:	August 1, 2023
Working Title:	Event Center Manager	Type:	Management/Supervisory
Department:	Finance	Supervisor:	Assistant City Manager / Finance Director
FLSA Status:	Exempt	Supervises:	Event Center Assistant, Administrative Specialist, and Temp Employees (Event Hosts)

CLASSIFICATION SUMMARY

Under the general direction of the Assistant City Manager / Finance Director, this position is responsible for marketing, booking, and customer service to those renting the City of Keizer Event Center for conferences, workshops, seminars, meetings, and a variety of other public and private events. The Event Center Manager supervises a team of Event Center staff and schedules daytime, evening & weekend coverage for activities held in the Event Center; also confirms receipt of required paperwork and fees, proper room set-up, coordinated customer service to multiple customers at one time.

The Event Center Manager attends events during regular business hours, during evening hours and on the weekend as necessary to represent the City, provide customer service and coordinate the work of others. Capacity for a flexible work schedule is required. In addition, this position performs the duties of Event Center staff as necessary to supplement staffing and/or minimize expenses. Performance of these duties requires specific physical capacity beyond those required of administrative classifications.

SUPERVISION

This is a supervisory position. This position supervises assigned employees, which includes: scheduling and assigning work; mentoring, coaching, and training; developing work plans and reviewing work for completion; evaluating performance and providing necessary feedback to employee; setting work standards; imposing or effectively recommending necessary disciplinary action; responding to grievances; and making or effectively recommending hiring and termination decisions.

ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.

It is the responsibility of every employee to represent the City of Keizer by holding themselves accountable to the City's Customer Service Principles of being Knowledgeable, Friendly, Empathetic, Trustworthy, Communicative and Helpful. Additional responsibilities include assisting other staff in the performance of their duties as assigned, maintaining regular job attendance and adherence to assigned working hours, and operating a motor vehicle safely and legally while on City business.

60% Administration, Coordination & Supervision

Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; assures effective and efficient use of budgeted funds, personnel, materials, facilities, and time.

Assists Assistant City Manager / Finance Director in developing the Event Center budget, including long term goals and strategies; identifies and effectively recommends priorities for improvements and maintenance of the Event Center to the Assistant City Manager / Finance Director.

Provides management for day-to-day operations of the Event Center and develops specific goals and plans to prioritize, organize, and accomplish work tasks related to event activities within the Event Center.

Reviews and approves facility use agreement/requirements (insurance, catering, alcohol, security needs, audio-visual services, and room layouts). Coordinates with the Network Administrator, Systems Technician, and Facilities Maintenance Technician as needed.

Facilitates pre-event meetings with potential and actual facility rental clients. Provides tours, conducts audio visual tests and reviews rental guidelines with potential clients.

Oversees and ensures quality of services related to customer experience from initial contact to end of event through periodic and ongoing evaluation and use of survey tools.

Schedules maintenance and repairs as necessary within the Event Center area. Recommends improvements, as needed, to meet current and potential client requests as appropriate.

Provides recommendations for changes and updates to the facility use agreement/requirements, the Temporary Event Center Duties list and all other Event Center official documents and processes to support total quality improvement.

Assists in the organization and implementation of City-sponsored events upon request of the Assistant City Manager / Finance Director or the City Manager.

Purchases supplies and services, as needed, throughout the year and for special events.

Responds to guest concerns and complaints. Problem solves to prevent reoccurrences of similar complaints.

Supervises Event Center Assistant, Administrative Specialist and Temporary Event Center employees (Event Hosts), including scheduling, training, and event work assignment instructions.

Determines work procedures, prepares work schedules, and expedites workflow for assigned staff; studies and standardizes procedures to improve efficiency and effectiveness of operations; reassigns work as needed.

Leads, coaches, trains, and cross-trains the Event Center Assistant, Administrative Specialist, and Temporary Event Center employees (Event Hosts) on all aspects of their job. Provides technical and non-technical training and guidance concerning work procedures; plans, assigns, and reassigns work; monitors and approves work for completion and conformance with quality and safety standards.

Provides on-site direction to employees in performance of their duties as well as direction by email and phone, as necessary.

Provides formal assessment of workers' performance to Assistant City Manager / Finance Director.

Under the direction of the Assistant City Manager / Finance Director, participates in the decision-making process on personnel actions, including disciplinary and training plans; participates in the decision-making process regarding hiring and terminations; and assists with resolving conflicts between reporting staff members.

20% Marketing & Promotion

Reviews market information to determine guest need, volume potential, discount times and to establish markets, goals, and potential advertising techniques.

Collaborates with the Assistant City Manager / Finance Director and the City's management team on key culture and vision parameters, develops and implements an effective marketing campaign including online presence, brochures, flyers, news releases, and other promotional materials.

Utilizes excellent marketing and customer service skills to solicit customers and negotiate contracts for conference services including facility rentals, audio-visual services, coordination of vendor lists and contacts, referrals to local business resources and other requested services as available.

Coordinates advertising and promotions for the Event Center including supplemental rental options such as the Gazebo, various City Parks, and specified Keizer businesses based on development of collaborative packages and discount opportunities.

Publicizes and promotes events and activities through sales events, social media, publications, radio, banners, flyers, postcards, and relevant organizational websites such as the Keizer Chamber of Commerce and Keizer Rotary.

Attends training opportunities to stay informed on industry trends.

Maintains contact with community groups to foster good working relationships.

Works with Network Administrator to update Event Center information posted on the City web site consistent with marketing materials.

Collects data, analyzes information, and evaluates results to ensure most effective use of the Event Center as a revenue generating entity while ensuring access for specified City-sponsored non-revenue generating community and employee events.

20% Event Center Support Duties

This position provides back-up to and acts as Event Center Support staff when the Event Center Assistant and/or Temporary Event Center Support staff are not available. As such, incumbent will perform the duties listed below, as needed.

Meets with client(s) prior to event to walk through facility and sets up rented room(s) to specifications requested; including moving room dividers, table and chairs, setting up projector, screen, microphone, lighting, dance floor, stage, etc.

Confirms client(s) understands and follows rental use agreement rules. Checks in with client(s) throughout the event and addresses any needs/concerns.

Ensures facility is serviced as needed during event; makes sure trash cans are emptied, bathrooms are clean and supplied, cleans up significant spills, etc.

Ensures that only guests of the client(s) are in the facility for after-business-hours events and that all have exited building post-event.

Assists client(s) with clean-up following the event.

Returns rented room(s) to pre-event condition, resetting tables, chairs, screens, dance floor, stage etc. and performing final walk through with client(s).

Returns remainder of facility to prior-use condition; empties trash cans, cleans, sweeps and mops all restrooms, and sets up for next event, as needed.

PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS

The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below 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.

Physical Demands

In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools, or controls; bend; and reach with hands and arms. Physical effort is required to perform manual labor, climb ladders, bend, reach, talk, hear and stand for long periods of time. Regular lifting of objects and equipment up to 75 pounds is required. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. These abilities are used while operating equipment such as a computer and various software programs, motor vehicle, phone, calculator, copy and fax machines, and other related tools and equipment as well as providing Event Center Support services to customers prior to, during, or following scheduled events.

Safety

Employees must maintain a safe work environment by complying with City and Department safety policies and rules and by practicing safety while performing the essential functions of the position. This supervisory position is responsible to actively support safety and loss control measures for the City as a whole and to maintain accountability for safety and loss control issues within the department.

Working Conditions

In the performance of the job duties, the employee will perform the majority of this job in office and conference center environments under usual office working conditions. Position will assist in Event Center staff training as well as event setup and teardown as needed. The noise level in the work area is typical of most office environments, with telephones, frequent interruptions and background noises. Duties include contact with employees and customers in conflict situations.

Contact with the news media regarding promotion and requests for information regarding the Event Center. In addition, the position requires frequent use of interpersonal skills, teamwork, customer service skills and discretion; continuously using decision-making skills, problem analysis, negotiation, independent judgment, and/or action.

Working hours will vary depending on schedule of events and needs of clients and will include evenings and weekends as necessary. Occasional travel may be required including local and regional meetings and conferences.

MINIMUM QUALIFICATIONS

Education & Experience

High School Graduate and minimum of five years event/conference/meeting coordination experience and two years full-time supervisory experience or any equivalent combination of education and experience which provides the knowledge, skills and abilities to perform the essential functions and responsibilities of the position. College courses in business or hospitality may substitute for up to three years of coordination experience but not for supervisory experience.

Licenses, Certifications & Other Requirements

- Pass background investigation.

ADDITIONAL QUALIFICATIONS

Knowledge

- Practice of principles of quality customer service.
- Business & management principles involved in planning, scheduling, resource allocation, human resource modeling, production methods, and coordination of people and resources.
- Principles & methods for promoting services, including marketing strategy & tactics, product demonstration, sales techniques, and sales control systems.
- Principles of supervision and personnel practices.
- Local, state, and federal laws governing municipalities.
- Safety principles, methods, and procedures.
- Budget concepts and budget preparation.

Skill & Ability

- Event planning and scheduling and problem solving skills.
- Negotiation and conflict resolution.
- Prepare and analyze reports & budgets.
- Use the applications of Microsoft Office in planning, execution, and evaluation of day-to-day activities responsibilities.
- Use basic technical proficiency in operating multimedia equipment and the ability to train support staff.
- Work under pressure and make quick decisions.
- Adjust to schedule changes and cover shifts on short notice.
- Communicate effectively in oral and written form.
- Present facts and recommendations to employees, management, elected officials, public groups and boards.
- Establish and maintain effective working relationships with employees, management staff, representatives of governmental and community agencies and the public.
- Maintain professional integrity of sensitive and confidential information.
- Interpret and apply federal, state and local laws, policies, rules, and regulations.
- Proficiently use computers, word processing, spreadsheet, and graphics software applications.
- While maintaining excellent customer service, work efficiently to manage projects under deadline pressure and within a significantly lean staffing model.

Licenses, Certifications & Other Requirements

- Certified Meeting Professional (CMP) preferred.
- Bi-lingual skills desired.