

NEW ORLEANS

NEW ORLEANS & COMPANY

POSITION TITLE: MEMBERSHIP & EVENTS MANAGER

DEPARTMENT: EXTERNAL AFFAIRS

ACCOUNTABLE TO: EXECUTIVE VICE PRESIDENT

STATUS: FULL-TIME, EXEMPT

Primary Objective/Position Summary:

Plan and coordinate a variety of events (fundraisers, luncheons, holiday parties, etc.). This position entails selecting venues, adhering to the proposed budget, arranging vendors, and ensuring internal and/or stakeholder satisfaction for the scheduled event. Manage and oversee all event operations and evaluate the success of each event after its completion. Must be a strong communicator and very detail oriented.

Major Areas of Accountability/Essential Duties:

- Design and execute new programming for Membership and External Affairs.
- Works with both Membership and External Affairs to plan, coordinate and execute all member and community events, networking receptions, educational workshops, tradeshow and community activations such as National Travel & Tourism Week (NTTW), Business After Hours (BAH), Holiday Party, Member Appreciation Breakfast, Tourism University, Member 2 Member Expo, Job Fests, NOLA Talks, etc.
- Works with Membership & External Affairs with on-site inspections, venue selection, food & beverage, amenities, invitations, promotion, etc.
- Research and prepare lists of potential members for targeted membership solicitations.
- Assists in the invoicing and collection of membership dues. Manages receivables, including contacting members for dues via, phone, email, and US mail.
- Maintains all budgeting/reporting needs required for all these events.
- Manages RSVP/registration needs.
- Coordinate sponsorship activations; responsible for all facets of the activation including but not limited to coordination of delivery of assets, solicitation and scheduling of NO & Co staff to assist or work activation, dissemination of tickets or credentials, evaluation and purchasing of branded products and swag to be distributed, setup and teardown, etc.
- Works cross-departmentally with the Communications and Marketing teams to promote events and graphic design requests.
- Well organized and competent in vendor management. Ability to manage multiple projects and deadlines in fast-paced environment.
- Performs other responsibilities or special projects as assigned by the External Affairs team Directors, Executive Vice President and/or the President/CEO.

Education and/or Experience:

Bachelor's degree or equivalent from four-year college or university; and three to five years related experience and/or training or equivalent combination of education and experience.

Knowledge, Skills & Abilities:

- Proficient in Microsoft Office suite or similar. Knowledge of spreadsheets and database programs, desired. Prior experience with a CRM or data management system a plus.
- Strong problem-solving abilities; initiative-taking.
- Ability to manage multiple objectives simultaneously and prioritize appropriately.
- Possess excellent communication and interpersonal skills including the ability to speak effectively before groups of customers, members, and/or employees of the organization.
- Ability to maintain confidentiality and manage sensitive information.
- Attention to detail with high level of accuracy and follow-through.
- Ability to work both independently and as part of a team.

Physical, Mental & Environmental Demands:

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

Position operates in several different environments, but predominantly in an office environment with prolonged periods of sitting or standing at a desk and working on a computer. Does not entail exposure to challenging or hazardous conditions. This position will require frequent weeknight and weekend assignments, often off-site, including occasional overnight stays. Ability to travel by airplane and operate a motor vehicle, or in lieu of a driver's license, access to reliable transportation.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice and do not imply a contract of employment.

Responsibility for Work of Others: Administrative Assistant (1), as required
Seasonal Intern (1), as required

ABOUT US:

New Orleans & Company is the official destination sales and marketing organization for New Orleans' tourism industry representing over 1,100 member companies in the city's hospitality community. Founded in 1960, our mission is to inspire, promote and encourage travel to our city for the economic, social and community benefit of New Orleans and its people. Our vision is to ensure New Orleans remains the most remarkable, unique, and

welcoming city in the world to live, work and visit. At **New Orleans & Company** our values are more than just words on a page. They guide everything we do; from the way we work with our members, partners, and communities to the experiences we create for our visitors. We believe in trust, building genuine relationships that foster long-term partnerships. We value authenticity, striving to be true to ourselves and our city in all that we do. We embrace innovation, constantly seeking new and better ways to serve our stakeholders and enhance the visitor experience. Collaboration is at our core, recognizing that we are stronger together. We champion inclusiveness, creating a welcoming and accessible destination for all. Finally, we strive for excellence in all that we do, holding ourselves accountable to the highest standards of performance and service. These values define us and guide us, helping us to fulfill our vision of making New Orleans the most remarkable, unique, and welcoming city in the world.

***New Orleans & Company** is committed to providing equal employment opportunities to all employees and applicants for employment. We do not discriminate against any individual on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, or status as a covered veteran, in accordance with applicable federal, state, and local laws. We comply with all state and local laws governing non-discrimination in employment in every location where we have facilities. This policy applies to all aspects of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.*