

# NEW ORLEANS COMPANY

**POSITION TITLE:** STAFFING MANAGER

**DEPARTMENT:** CONVENTION SALES & SERVICES

**ACCOUNTABLE TO:** DIRECTOR OF CONVENTION SERVICES & SPECIAL EVENTS

**STATUS:** FULL-TIME, EXEMPT

---

**Primary Objective of the Position:**

Oversight and coordination of event staffing needs as required for various meetings, conventions, and special projects.

**Major Areas of Accountability:**

1. Create custom staffing proposals for meeting planners and liaise with contracted planners until time of meeting or convention and through duration of meeting or conference.
2. Generate and input work schedules for various meetings & conventions into New Orleans & Company database.
  - Communicate with meeting planners regarding staffing needs.
  - Identify scope of work and categorize the various positions required.
  - Offer appropriate job assignments to event staff and send employee notifications.
  - Prepare and forward completed schedule to meeting planner.
3. Collect and input event staff time sheets into the database within established parameters following the completion of a meeting, convention or event; prepare billable hours reporting for the Finance department to ensure timely invoicing of the client or planner.
4. Monitor event staff response line, voicemail, texts, and email, several times daily, including some evenings and weekends, and record acceptance/refusals in appropriate convention or meeting planning documents and in the CRM database.
5. Maintain current and accurate event staff roster in New Orleans & Company database. Manage comprehensive data and records of individual event staff skill sets.
6. Support candidate screening process. Recruit, interview and hire event staff as necessary; assist the Human Resources Manager in preparation and execution of onboarding and training strategies for event staff. Report exiting and separated event staff to the Human Resources Department to ensure proper and timely separation protocols are initiated and completed.
7. Maintain constant communication with New Orleans & Company event staff supervisors and monitor conventions that retain New Orleans & Company staff to ensure excellent customer service is being provided and resolve any challenges that might arise.

8. Update client activities, correspondence etc. in CRM/sales database under assigned accounts.
9. Work with the Director of Convention Services & Special Events to update the event staff program, including scheduling of ongoing training, tours, etc.
10. Perform other responsibilities or special projects as assigned by the Director of Convention Services & Special Events and/or the Senior Vice President of Convention Sales & Strategies.

**Education and/or Experience:**

Associate degree or equivalent from two-year college or technical school; and three to five years related experience and/or training or equivalent combination of education and experience. The ideal candidate should have prior experience in staffing, recruitment and/or human resources. Outstanding organizational and leadership skills.

**Computer Skills:**

Must be proficient in Microsoft or similar. Knowledge of spreadsheets and database programs, desired. Prior experience with a CRM system a plus.

**Language Skills:**

Possess excellent verbal and written communication. Ability to foster relationships with both the event staff and external vendors/meeting planners. Ability to read and interpret documents and to draft routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

**Physical, Mental & Environmental Demands:**

While performing the duties of this job, the employee is regularly required to sit; and use hands to finger; reach with hands and arms; and talk or hear. The employee is required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception. Must be able to travel by airplane and operate a vehicle.

The working environment is typical for an office and does not require exposure to difficult or hazardous conditions. This position may require some weeknight and weekend assignments, sometimes on location. Ability to travel including overnight stays. Must work well in a team environment.

**Disclaimer Statement:**

The above is intended to describe the general content of and requirements for performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements and does not imply a contract.

**Responsibility for Work of Others:** Registration/Event Staff (100)

*New Orleans & Company provides equal employment opportunities to all employees and applicants for employment without regard to 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. New Orleans & Company complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all*

*terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.*