

JOB DESCRIPTION

Mayo Civic Center

POSITION	Event Manager
DEPARTMENT	Event Management
SUPERVISOR	Event Services Manager
FLSA STATUS	Exempt/Salaried
UNION	Non-union
LAST UPDATED	September 5, 2023

Position Summary

Provides professional client service and support in the planning, organization, and management of events within Mayo Civic Center, and monitors the logistics of these events. The Manager handles all tasks from the time the events are turned definite through the conclusion of the event and becomes the main means of communication between the client and the departments within Mayo Civic Center.

Essential Duties & Responsibilities

- Ensures successful event coordination activities by monitoring events, maintaining close contact with clients and staff to ensure successful service levels are achieved.
- Meets with client groups to plan and organize assigned meetings and/or events.
- Manages and oversees assigned events, as well as those events assigned to other Event Managers/Coordinators.
- Guides clients in preparation of events by interpreting and explaining contract provisions, policies, and procedures.
- Keeps clients informed as to status of deadline schedules, including but not limited to floor plan submissions, meeting room set-up specifications, insurance requirements and other relevant details.
- Prepares cost estimates and monitors final billing.
- Provides clear, concise and timely communication of detailed requirements to operational departments.
- Monitors and supervises facility set-up.
- Serves as primary liaison between clients and facility departments.
- Monitors in-house events, maintaining close contact with clients and facility staff to ensure successful events. Follows up on all client requests, concerns, and problems.
- Ensures event operational functions are maintained including inventory, services and workflow.
- Maintains Event related reports, information, and files.
- Attends appropriate planning, organization and other event and facility meetings in support of facility operations.
- Serves as manager on duty as required.
- Maintains the proper image and generates positive public relations with patrons and staff.
- Works extended/irregular hours including nights, weekends and holidays as needed.
- Other duties as assigned.

Supervisory Responsibilities

- Addressing complaints and resolving problems.
- Manager on Duty as required.

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.

Education and/or Experience

- Bachelor's degree from accredited four-year college or university in hospitality, business, or related field preferred.
- Four (4) to six (6) years related experience and/or training event coordination or meeting planning; or equivalent combination of education and experience.
- Customer service experience is required.

Certificates, Licenses, Registrations

- None

Skills and Abilities

- Demonstrate knowledge in industry terminology, facility capabilities, operational procedures, event coordination and event-related services.
- Demonstrate the principles and techniques of supervision, training, budgeting, and other administrative duties.
- Handle conflict, make common sense decisions and exercise proper action during high tension and stressful situations.
- Know basic accounting.
- Handle multiple tasks simultaneously.
- Operate equipment such as light trucks, pallet jacks, forklifts, or other light power-driven equipment.
- Operate portable radio and standard office equipment including copier and fax machine.
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Organize and prioritize work to meet deadlines with special attention to detail.
- Work effectively under pressure and/or stringent schedule and produce accurate results.
- Work independently, exercising judgment and initiative.
- Maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.
- Be licensed and insured to operate a motor vehicle in the United States.
- Required to speak and understand basic English well enough to converse with customers, supervisors, and employees.
- Effective communication, interpersonal and organizational skills required computer skills
- Operate a personal computer using Windows, Microsoft Office software, event software and booking software.

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.

- While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed for events.
- The employee must occasionally lift and/or move up to 50 pounds.
- This position requires minimal stooping and lifting, but substantial walking. Must be able to stand or sit for long periods of time.

NOTE: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.