



Manager on Duty/Event Manager (Full-Time Position - 2nd Shift & Weekends)

Nature of work:

The Manager on Duty (MOD) plays a vital role in the overall success of the Von Braun Center (VBC) and is the individual whom, after normal business hours and/or weekends assumes complete responsibility for the facility. The MOD is responsible for assisting in the safety and security of the building, responding to guest needs, and participating in a rotational duty program. Will serve as primary liaison between client and VBC on the day of event. This position is part of the Sales & Event Services Department.

Responsibilities and duties:

- As MOD maintain and facilitate communication between clients and employees.
- Monitor the quality of services provided.
- Ensure that client plans and requests comply with VBC rules and regulations.
- Respond to client inquires and resolve difficult and sensitive situations immediately.
- Ensure that a safe environment is maintained throughout contracted event.
- Report issues to Sales Manager and/or Event Coordinator in order to address with client in a reasonable timeframe.
- Log any changes or pertinent notes on event profile in Event Booking for future bookings.
- Inspect the facility for damage, report damage to security and/or submit work orders for repairs.
- Act as on-site representative in emergency situations (tornado warning, fire, etc.)
- Responsible for making the client or potential client aware of all VBC services and aid in selling those services.
- Attend scheduled staff meetings and event coordination meetings to stay fully informed.
- Participate in scheduled training.
- Assist Director of Event Services in fully designing MOD program.
- Work requires a varied work schedule, including nights and weekends
- Perform other related duties as assigned

Required knowledge, abilities, and skills

- Ability to establish and maintain a positive working relationship with both staff and clients
- Thorough knowledge of business management practices and procedures, computer software, i.e. excel, word
- Thorough knowledge of public facility operations

Desirable training and experience:

High school graduate, supplemented by college degree or vocational education. Experience in dealing with people individually and in large crowds. Some experience in public facility operations and/or management.