

Classification description

Title: Event Manager I, II and III

Job Code: 8180, 8181, 8215

Pay Range: HE, IE, KE

FLSA Status: Exempt - Administrative

Employee Group: Non-Representative

Established: May 2007

Revised: 6/2015, 6/2016, 1/13/2020

EEO Category: Officials and Administrators

CLASSIFICATION DESCRIPTION

Manage, coordinate and oversee all aspects of services provided for assigned events, such as consumer shows, trade shows, conventions, performances, lectures, seminars, rehearsals, receptions, meetings, etc. Ensure compliance with established policies, procedures, programs and services.

Positions in this classification include:

- Event Manager I
- Event Manager II
- Event Manager III

DISTINGUISHING FEATURES

This series classification includes Event Manager I, II and III. Generally, all classes in this series include varying levels of responsibility related to essential functions and for supervision of assigned staff and budget. Increasing levels of responsibility or function complexity, reporting structure, supervisory reports, planning, and budget responsibility typically characterize the different levels in this series.

Event Manager I

Event Manager Is are responsible for the full scope of event management responsibilities assigned to smaller, local or less complex events that take place at assigned facility, and may include managing multiple concurrent events; may assist Event Manager II and IIIs on larger events as assigned.

Event Manager II

Event Manager IIs are responsible for the full scope of event management responsibilities for large, national and/or complex events, and may include managing multiple concurrent events; may assist Event Manager I and IIIs as necessary. This position manages all types and sizes of events.

Event Manager III

Event Manager IIIs are responsible for training, coaching and developing event managers and coordinating and scheduling the activities of all event staff. Responsible for the full scope of event management responsibilities for large, national and/or complex events, and may include managing multiple concurrent events; may assist Event Manager I and II as necessary.

DUTIES AND RESPONSIBILITIES

1. Manages, coordinates and oversees services provided to clients for assigned events, such as audiovisual, telecommunications, set-up, custodial, maintenance, security parking, catering and admissions.
2. Manages and coordinates the work of vendors and contractors, such as catering services, concessionaires, parking, shipping/receiving, branding, show marketing and communications, etc.
3. Manages, coordinates and oversees the work of admissions staff, operations staff, volunteers and security services during assigned events.
4. Meets with clients to determine event needs; provides information on available services and sells the facility and its full range of services, conducts facility tours.
5. Liaise with clients, contractors, vendors and other departments to ensure accurate, thorough and timely distribution of event specification information.
6. Prepares event documents, including production and event schedule, service and utilities orders, staffing requests, diagrams, floor plans, etc.
7. Maintains accurate and complete records; produces various reports; prepares written evaluations of each event.
8. Coordinates activities with other departments to ensure services are appropriate and performed in an efficient and timely manner.
9. Provides guidance and direction for clients on sustainability practices within the facility and for their event to meet standards in the Waste Diversion Policy.
10. Facilitates sales efforts by up-selling services as appropriate.
11. Provides support to the marketing and sales department, i.e. assists with managing booking calendar, serves as onsite contact for site visits, etc.
12. Calculates estimates, billing statements and purchase orders. Reconciles orders in preparation for event settlements.
13. Ensures compliance with policies, procedures, codes, ordinances, regulations, and other requirements, including but not limited to OSHA.

Event Manager II

In addition to the duties and responsibilities above, the Event Manager II:

1. Performs the duties of Event Manager I when needed.
2. Assists with the training of new Event Management staff.

Event Manager III

In addition to the duties and responsibilities above, the Event Manager III:

1. Performs the duties of Event Manager I and II when needed.
2. Trains, coordinates and schedules staff assigned to an event.
3. Assists in the development of annual events budget.
4. Represents and/or assists the Director of Event Services at strategic planning meetings and in overseeing event management staff and ensuring successful completion of all events in Director's absence.

5. Coordinates and manages the needs of clients with vendors, contractors and other departments to ensure appropriate services are provided.
6. Evaluates and resolves issues involving event procedures.
7. Liaise with the Fire Marshall's office, works to incorporate fire safety regulations in event planning; maintains engaged, constructive work relationship with Fire Marshall's office.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust.
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others.
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work.
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection.
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance.
 - Practice safe work habits.
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

Event Manager I

- A minimum of two (2) years of experience in event management for a public assembly facility/larger hotel, and
- A Bachelor's degree in public relations, marketing, business administration, or related field, or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities.
- Must possess a current and valid Cardiopulmonary Resuscitation Certification.

Event Manager II

- A minimum of three (3) years of experience in event management for a public assembly facility/larger hotel, and
- A Bachelor's degree in public relations, marketing, business administration, or related field, or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities.
- Must possess a current and valid Cardiopulmonary Resuscitation Certification.
- Supervisory experience preferred.

Event Manager III

- A minimum of four (4) years of experience in event management for a public assembly facility/larger hotel, and
- A Bachelor's degree in public relations, marketing, business administration, or related field, or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities.
- Must possess a current and valid Cardiopulmonary Resuscitation Certification.
- Supervisory experience preferred.
- CMP, or similar industry certification, required at time of hire or obtained within the first year of employment.

Knowledge, Skills and Abilities:

- Knowledge of operations, services and activities of a public assembly facility or related facility.
- Knowledge of pertinent Federal, State and local laws, codes and regulations.
- Knowledge of principles, procedures, methods and techniques of event management.
- Knowledge of basic accounting principles.
- Skill in organization and the ability to effectively coordinate the work of others.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to plan, implement and coordinate projects.
- Ability to work effectively with clients and potential clients.
- Ability to interact effectively with diverse groups of promoters, clients and the public and remain calm, professional, and polite even when working with others in a difficult situation.
- Ability to analyze information and use logic to resolve issues and problems.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to focus and maintain a calm demeanor in a high-paced environment.
- Ability to prioritize and multi-task; must be organized and flexible to change course of

work/projects as circumstances dictate.

- Ability to establish and maintain effective, cooperative working relationships with those contacted in the course of work.
- Ability to recognize and evaluate various options and opportunities and determine the most effective course of action.
- Ability to work various hours, including evenings, weekends, and holidays.
- Ability to maintain confidentiality.
- Ability to perform essential duties and responsibilities.
- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.
- Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

SUPERVISION RECEIVED

- Event Manager Is are supervised by the Assistant Director of Event Services.
- Event Manager IIs and IIIs are supervised by the Director of Event Services.

SUPERVISION EXERCISED

- The Event Manager I is responsible for overseeing the workforce assigned to the event, providing guidance and direction for the tasks as required. Other responsibilities include scheduling members of the work group when necessary, orienting and training others in applicable policies, procedures and techniques, and providing assistance to management in achieving work group success.
- The Event Manager II has full authority to direct the workforce, makes on-the-spot management decisions, and initiates the disciplinary process. This position also provides lead direction, guidance and coaching to members of the work group. Responsibilities include scheduling members of the work group when necessary, orienting and training others in applicable policies, procedures and techniques, and providing assistance to management in achieving work group success.
- The Event Manager III provides supervision to the staff assigned to the event, makes on-the-spot management decisions, and initiates the disciplinary process. This position also provides lead direction, guidance and coaching to members of the work group. Responsibilities include scheduling members of the work group, orienting and training others in applicable policies, procedures and techniques, and providing assistance to management in achieving work group success. Other supervisory responsibilities include assisting in the hiring process, overseeing the scheduling process, and orienting and arranging appropriate training.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

- Standard office equipment is used

WORK ENVIRONMENT

- Majority of work is completed in an indoor environment with exposure to moderate levels of noise in a well-lit, well-ventilated and fast-paced environment. Continuously required to read a computer screen; hear and/or respond to verbal/audio cues; see and/or respond to visual cues; stand and/or walk for extended periods of time; sit for extended periods of time. Frequently required to perform repetitive motions of hands and wrists; reach with hands and arms; lift, push, pull and/or carry objects up to 25 pounds. Rarely required to stoop, kneel, crouch or crawl; twist and/or bend; lift, push, pull and/or carry objects up to 50 pounds; work near or around moving mechanical parts; exposed to outdoor weather conditions. As necessary to meet workload demands, works outside of typical schedule including evening/weekend hours. Work may require travel to off-site locations.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.