

Classification description

Title: House/Event Manager

Department: Varies

Job Code: 8200

Pay Range: FN

FLSA Status: Non-exempt

Employee Group: Non-represented

Established:

Revised: May, 2007; Jan. 13, 2020

EEO Category: Professionals

CLASSIFICATION DESCRIPTION

Manage, coordinate and oversee all aspects of services provided to clients on the day of assigned events, and front of house staff. Liaise with clients and staff to provide information and assistance during events, such as concerts, performances, lectures, seminars, rehearsals, receptions, meetings, consumer shows and trade shows. Ensure compliance with established policies, procedures, programs and services.

DUTIES AND RESPONSIBILITIES

1. Manages, coordinates and oversees services provided to clients on the day of assigned events, such as audiovisual, telecommunications, set-up, custodial, maintenance, shipping and receiving, security, parking, catering and admissions.
2. Manages and coordinates contracted services, such as catering, decorating, concessionaires, parking, shipping/receiving, etc.
3. Manages, coordinates and oversees the work of admissions staff, operations staff, volunteers and security services during assigned events.
4. Liaise with clients, contractors, vendors and other departments; manages and coordinates the needs of clients with vendors, contractors and other departments to ensure appropriate services are provided.
5. Inspects public areas of facility before, during and after event to ensure cleanliness and compliance with safety standards.
6. Prepares written evaluations of each event; maintains accurate and complete records; produces various reports.
7. Prepares and reconciles event settlements within established guidelines and timeframes; records and computes hours worked for front-of-house staff for payroll purposes and client invoicing.
8. Maintains accurate and complete records; produces various reports; may handle cash.
9. Ensures compliance with policies, procedures, codes, ordinances, regulations, and other requirements, including but not limited to OSHA.

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:

- A minimum of two (2) years of experience in event management for a public assembly facility, and
- Associate's Degree in public relations, marketing, business administration, performing arts 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

Knowledge, Skills and Abilities:

- Knowledge of operations, services and activities of a public assembly facility or related facility.
- Knowledge of principles, procedures, methods and techniques of event management.
- Knowledge of basic accounting principles.
- Ability to utilize strong organizational skills to effectively coordinate the work of others.
- Ability to respond effectively, make appropriate decisions and lead others in emergency situations.
- Ability to interact effectively with diverse groups of promoters, clients and the public and remain calm, professional, and polite.
- 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 fast-paced environment.

- Ability to prioritize and multi-task; 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 effectively with information management systems, and adapt quickly to system changes and updates.
- 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

- This position is supervised by the Director of Event Services

SUPERVISION EXERCISED

- When managing events, this position has full authority to direct the workforce, make on-the-spot management decisions, and initiate the disciplinary process, including sending staff home pending investigation and potential discipline. 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.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

- Standard office equipment is used.

WORK ENVIRONMENT

- Work various hours, including evening, weekends, and holidays. 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; perform repetitive motions of hands and wrists; stand and/or walk for extended periods of time

Classification description



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- Frequently required to sit for extended periods of time. Rarely required to reach with hands and arms; twist and/or bend; lift, push, pull and/or carry objects up to 25 pounds; work near or around moving mechanical parts; exposed to outdoor weather conditions.
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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.