

Event Manager - Regular, Full Time

The Event Manager will manage every aspect of their assigned events from the advance planning stages through the end of the event; hire, train, schedule and supervise all event staff; oversee building security and interact with local public safety officials to ensure events run smoothly; coordinate communication between event staff/security and delegate assignments; be responsible for and ensure overall customer and lessee satisfaction and experience.

RESPONSIBILITIES

- Advance, plan, service, and supervise all events
- Plan, direct and evaluate the work of subordinates
- Provide leadership and guidance for event personnel
- Analyze challenges, identify alternative solutions, and project consequences of proposed actions and implement recommendations in support of organizational objectives
- Communicate clearly and concisely in the English language, both orally and in writing
- Establish and maintain effective working relationships with lessees/clients, co-workers, part-time staff, contractors, patrons/public and municipal officials
- Work a flexible schedule, including long nights, early mornings, weekends & holidays as needed
- Complete all duties with a customer service focus through teamwork & dedication to Spectra's principles
- Assist in the preparation of building to meet the requirements of upcoming events/shows
- Assist with the completion of pre-show event financial estimates
- Assist with the completion of post-show event settlements
- Advise lessees on services available from independent contractors for events
- Recruit, train, and supervise event & security staff
- Create work schedules for event & security staff, delegate assignments, and review performance/results
- Function as a liaison between users of the facility and the facility staff
- Recommend and evaluate required event staffing levels
- Coordinate communication between building staff and show staff during load in and load out
- Investigate and resolve event-related complaints in a professional manner ensuring customer satisfaction
- Maintain equipment (radios, metal detection wands, etc.) for all event and security staff
- Make hospitality arrangements as needed
- Communicate with municipal officials, including police, fire and medical services, event staff and public to ensure security of patrons and events run smoothly
- Review emergency planning procedures with all event staff for each event
- Create and distribute detailed data sheets prior to every event
- Prepare and approve bi-weekly payroll for all event staff and security staff
- Coordinate service needs with Food and Beverage provider & make hospitality arrangements as needed
- Serve as Manager on Duty as scheduled
- Other duties and responsibilities as assigned

QUALIFICATIONS

- 3-5 years of increasingly responsible experience in event management in a stadium, arena, convention center or public assembly facility setting
- Bachelor's degree from an accredited college/university with major coursework in facility management, hospitality management, business, or related field
- Strong oral and written communication skills
- Strong computer skills in Microsoft Office applications, word processing, and Internet
- Possession of, or ability to obtain, a valid drivers' license

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- Knowledge of operational characteristics of events
- Ability to identify the needs of users of the facility
- Knowledge of crowd management and control techniques
- Knowledge of customer service practices
- Knowledge of principles of supervision, scheduling, and training employees
- Demonstrated familiarity with facility use contracts
- Knowledge of fire and public safety regulations
- Knowledge of A/V equipment and electronic systems in public assembly facilities
- Experience with budget preparation and control
- Familiarity with terminology used in entertainment/convention/public assembly settings
- Experience with AutoCAD is preferred but not required

Strengthened by our Differences. United to Make a Difference.

At OVG, we understand that to continue positively disrupting the sports and live entertainment industry, we need a diverse team to help us do it. We also believe that inclusivity drives innovation, strengthens our people, improves our service, and raises our excellence. Our success is rooted in creating environments that reflect and celebrate the diverse communities in which we operate and serve, and this is the reason we are committed to amplifying voices from all different backgrounds.