



OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Event Services Manager	Bargaining Unit	Non-represented
Functional Job Family	Events	Classification #	8205
FLSA	<input checked="" type="checkbox"/> Exempt – Executive/Supervisory <input type="checkbox"/> Non-Exempt	Salary Grade #	325
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	May 2007

Classification Description:

Manage, supervise and coordinate the activities of staff involved in planning and executing all aspects of front-of-house functions and operations for events held at Portland's Centers for the Arts (P'5). Develop, plan and implement department goals and objectives. Develop and implement appropriate policies, programs and services to ensure effective and efficient event operations. Serve as member of management team.

Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

1. Directs, manages and supervises staff involved in event services, including event planning, staffing, event communication, and event admissions/production staff.
2. Develops and implements department's short-term and long-term goals and objectives, and policies and priorities of department programs, projects and functions.
3. Plans, directs, coordinates and reviews department work plan; monitors and evaluates the effectiveness and efficiency of processes, methods and procedures.
4. Plans, manages and supervises volunteer program, including gift shop, tours, ushers, greeters, and ticket takers.
5. Consults and coordinates with clients and promoters to ensure needs and service levels are met, including staffing and equipment.
6. Reviews, verifies and approves event documentation and final event settlements.
7. Develops, implements and manages department budget; forecasts additional funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments as necessary.



8. Leads internal cross-departmental collaboration to meet client needs; liaise between events department and other departments to ensure quality of services provide and resolve conflicts.
9. Ensures compliance with policies, procedures, codes, ordinances, regulations, and other requirements, including but not limited to OSHA.

Secondary Functions:

1. Provides backup for front-of-house managers and admissions staffing manager as needed.
2. Administers contracts for outside services, such as traffic and event security.
3. Participates in contract negotiations.
4. Serves as facility representative on various community boards and committees.
5. Other duties which may be necessary or desirable to support the agency's success.

Supervisory Responsibilities:

This position achieves success through subordinate supervisors, by ensuring they have the necessary leadership and tools to achieve success. The incumbent is responsible to carry out the full spectrum of management responsibilities in accordance with the agency's policies and applicable laws, and ensure subordinate supervisors also carry out supervisory duties appropriately. Responsibilities include hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Education and/or Experience; Certificates, Licenses, and Registrations:

- Bachelor's Degree with major course work in performing arts, public relations, business administration, or related field, and
- A minimum of six (6) years of experience in coordinating events, and
- A minimum of two (2) years of supervisory/management experience, or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.

Necessary Knowledge, Skills and Abilities:

- Operations, services and activities of a performing arts facility or related facility
- Principles, procedures, methods and techniques of event management
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
- Pertinent Federal, State and local laws, codes and regulations
- Basic accounting principles
- Plan, implement and coordinate projects
- Strong organizational skills with the ability to effectively coordinate the work of others.



- Work effectively with information management systems, and adapt quickly to system changes and updates
- Communicate clearly and concisely, both orally and in writing
- Interact effectively with diverse groups of promoters, clients, and the public and remain calm, professional, and polite even while dealing in difficult situations with others
- Focus and maintain a calm demeanor in a fast-paced environment
- Prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work
- Analyze information and use logic to resolve issues and problems
- Work various shifts including evenings, weekends and holidays

Physical Demands / Work Environment:

- Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and moderately paced environment
- Continuously required to read a computer screen; hear and/or respond to verbal/audio cues; see and/or respond to visual cues
- Frequently required to perform repetitive motions of hands and wrists; lift, push, pull and/or carry objects up to 10 pounds
- Occasionally required to stand and/or walk for extended periods of time; sit for extended periods of time; work near or around vibration
- Rarely required to reach with hands and arms; stoop, kneel, crouch or crawl; twist and/or bend; lift, push, pull and/or carry objects up to 25 pounds

“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

MERC General Manager

Date

MERC Human Resources Manager

Date