

MERC/Metro Classification Description

Title:	Senior Account Executive	Bargaining Unit: Non-Represented
Job Code:	8212	Established: June 2012
Pay Range:	323	Revised: Oct., 2016; July 2018
FLSA Status:	Exempt – Executive/Supervisory	EEO Category: Officials and Administrators

CLASSIFICATION DESCRIPTION

Manage, coordinate and sell a complex and broad range of events at assigned facility. Manage, coordinate and oversee all aspects of services provided to assigned events. Liaise with clients and staff to provide information and assistance during events. Work with clients to ensure repeat booking of events. Ensure compliance with established policies, procedures, programs and services. Works under minimal supervision.

DISTINGUISHING FEATURES

The Senior Account Executive is distinguished from the Account Executive in that it manages larger and more complex events; responsible for rebooking clients and resolving scheduling conflicts. Serves as project manager for events and contracts of all sizes and complexity.

DUTIES AND RESPONSIBILITIES

Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.

1. Generates revenue by promoting facility rental and selling services to new and existing clients with assigned events; re-books business by following up with clients after events.
2. Recommends, develops and implements targets, short- and long-term strategies for meeting goals. Works collaboratively with Director, Sales Manager and other event staff to ensure these targets are met.
3. Negotiates and project manages contracts between represented facility and client to maximize revenue; ensures contracts follow agency policies and procedures and are in compliance with applicable laws and policies; creates event documents, diagrams, floor plans, etc.
4. Maintains booking calendar and information to ensure reservations are protected against scheduling conflicts. Resolves scheduling conflicts with customers and vendors to meet short-term goals and long-term relationships.
5. Develops and cultivates effective ongoing professional relationships; maintains contact with current clients; attends events that provide opportunity for networking and relationship building within the tourism and commercial industries.
6. Meets with clients to determine event needs; provides information on available services; conducts tours of facility; recommends appropriate space and services; answers questions; assists clients in finalizing rental arrangements.
7. Manages, coordinates and oversees services provided to clients, such as audiovisual, telecommunications, set-up, custodial, maintenance, security, parking, catering and

admissions.

8. Coordinates the work of vendors and contractors, such as catering services, concessionaires, parking, shipping/receiving, etc. Maximizes catering food and beverage opportunities.
9. Prepares written critiques of each event; calculates, prepares, and submits summary billing statements; prepares addenda to contracts; prepares and reconciles event settlements within established guidelines and timeframes. Maintains accurate and complete records and produces various reports.
10. Coordinates activities with other departments to ensure services are appropriate and performed in an efficient and timely manner.
11. Ensures compliance with policies, procedures, codes, ordinances, regulations, and other requirements, including but not limited to OSHA.
12. Participates in interdepartmental planning meetings and leads facility scheduling meetings.
13. Other duties which may be necessary or desirable to support the agency's success.
14. Fulfill Metro's employee values of Public Service, Excellence, Teamwork, Respect, Innovation, and Sustainability. These duties include but are not limited to:
 - Maintaining positive relationships;
 - Respecting diversity of ideas and perspectives of others;
 - Demonstrating sustainable practices;
 - Assisting the public, public officials and other employees in a professional and courteous manner;
 - Developing safe work habits and contributing to the safety of self and co-workers;
 - Contributing to a positive team atmosphere; and
 - Having regular and punctual attendance.

JOB SPECIFICATIONS

(These are any combination of education and experience that has provided knowledge, skills and abilities to perform the duties of this position. Prior work experience and educational requirements listed are typical ways of obtaining the required qualifications. Other equivalent combinations of education, training and experience will be considered.)

Education and Work Experience

- Bachelor's Degree with major course work in public relations, marketing, business administration or related field, and
- A minimum of five (5) years of experience in a public assembly building or related facility, 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
- Must possess a current and valid Cardiopulmonary Resuscitation Certification

Knowledge, Skills and Abilities

- Operations, services and activities of a public assembly facility or related facility
- Principles, procedures, methods and techniques of marketing and event management
- Basic accounting principles
- Strong organizational skills
- Effectively coordinate the work of others
- Sales presentations, client relationship building, negotiation and persuading others
- Public speaking and presenting information and ideas to individuals and in group settings
- Plan, implement and coordinate projects
- Interact effectively with diverse groups of promoters, clients and the public and remain calm, professional, and polite even with dealing with rudeness from others
- 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
- Interpret and explain booking and scheduling policies and procedures
- Focus and maintain a calm demeanor in a high-paced environment
- Analyze information and use logic to resolve issues and problems
- Communicate clearly and concisely, both orally and in writing
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Work various hours, including evening, weekends, and holidays
- Apply Federal, State, local laws, regulations, and agency policies and procedures for respective field.

Special Requirements

- Successfully pass the background check and screening requirements of the organization for this particular position

Tools and Equipment Used

All standard office equipment including but not limited to computer and printer, fax machine and copy machines; computer software including MS based word-processing and spreadsheets

Supervision

- Supervision is received from the Venue Director/Executive Director
- Provides lead direction to all sales and event staff during an event. Lead functions may include coordinating and overseeing the work of admissions staff, operations staff, volunteers and security services during assigned events.
- Provides direct supervision for Receptionists and Event Managers

Work Environment

- Work is performed in an indoor environment with exposure to moderate levels of noise in a well-lit, well ventilated and fast paced environment
- Frequently required to sit for extended periods of time; lift, push, pull and/or carry objects of up to 25 pounds

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.