

## **EVENTS SERVICES MANAGER**

### **DEFINITION OF WORK**

Under general direction, this position is responsible for managing, supervising, scheduling and arranging for event services across all sections in the Crown Center.

### **EXAMPLES OF WORK**

Manages single and multiple event situations to include, but not limited to, Crown Complex grounds, event/show promoters, civilian security staff, local law enforcement agencies, emergency medical response staff, ushers, ticket takers, in-house contractors, and is the front-line spokesperson in adjudicating emergency situations during events. Determines and prepares event cost estimates quoting established rates for rental of rooms, equipment, and services. Prepares and administers show settlements to event/show promoters. Meets with user groups to determine user needs and to explain facility capabilities and policies. Prepares, confirms and issues service orders for users. Researches, reviews and recommends equipment, materials and supplies required in providing event services and planning. Prepares pre-event checklist and conducts pre-event walk through and post-event evaluation of the facility. Plans and evaluates crowd control, traffic patterns, security, and patron services. Prepares emergency medical response standards based on event size and scope. Recruits, trains and supervises part-time workers for special events according to established guidelines; and coordinates staffing and schedules. Supervises, plans, organizes and assigns all day-to-day work assignments for event services department personnel. Manages, plans, and coordinates and conducts staff and operational pre-event meetings to ensure smooth coordination of activities. Provides management supervision and works closely with promoters, artist, law enforcement, emergency medical services, Fire Marshal and other local organizations as necessary to coordinate services to ensure maximum group safety and satisfaction; and maintains frequent checks with clients before and during show to assure contract compliance and promoter approval. In conjunction with and as a support to the volunteer organizations, manages large crowds under constantly changing event environments; supervises all ushers, doormen, security and emergency medical staff during all events; files all personal injury and accident reports to management office which may occur during theater events; conducts follow-up regarding personal injury/accident issues; determines and tracks damage and maintenance needs and coordinates appropriate remediation with management; provides management oversight to the center resident companies with special needs or requests from artists, patrons, etc.; and coordinates with management and production staff all front-of-house arrangements for each performance, including opening of house, late seating, clearing aisles, etc. Makes immediate senior management decisions and communicates with users of the facility in an emergency situation as required. Prepares monthly events reports regarding activities and progress of assignments. Employee performs related work as required.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Bachelor's degree in public relations, public or business administration or a related field; supplemented by two (2) years experience in management at a civic center, public assembly or related facility and demonstrated ability to manage a variety of public and private shows to include, concerts, sporting events, consumer shows, trade shows and conventions; or an equivalent combination of education and experience.

**Knowledge, Skills, and Abilities:**

Thorough knowledge of Cumberland County and of the Civic Center policies, regulations, procedures and safety requirements. Knowledge of: the technical principles and practice of stage production and event operations; public facility operations and capabilities of the Cumberland County Civic Center; and administration of revenue generating financial procedures at the Civic Center. Ability to: prepare interpretive or analytical statements and reports; coordinate the work of clerical staff assigned on a temporary or permanent basis; work effectively as a team member and coordinate work efforts with other employees; establish and maintain accurate files, checklists and related records and to prioritize work and demonstrate sound organizational skills; establish and maintain effective working relationships with other employees, governmental and business officials, and the general public; communicate clearly, effectively, and concisely orally and in writing and make effective presentations; analyze problems and recommend practical solutions; operate computer terminals and other office equipment; operate effectively without close supervision and exercise sound judgment and discretion in performance of duties; and deal courteously and tactfully with the public and clients.

**SPECIAL REQUIREMENTS**

Must be available for evening and weekend work as required. Some positions within classification may require a valid North Carolina driver's license. Background check with local law enforcement agency required. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the county policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

**ADA REQUIREMENTS**

Tasks may involve extended periods of time at a keyboard or work station. Work requires the ability to perform coordinated movements to operate office equipment. Some tasks require the ability to: perceive and discriminate colors or shades of colors; and to perceive and discriminate sounds. Some tasks require visual perception and discrimination, and oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

**PHYSICAL REQUIREMENTS**

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials. Work includes standing/walking for long periods of time, lifting of equipment up to 50 lbs, and ability to traverse large crowds.