



**Position: Event Manager**

**Department: Operations**

**Reports to: Events Services Manager**

**FLSA Status: Full time, Salaried, Exempt**

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**Summary:**

Event Managers at the Peoria Civic Center plan and coordinate multiple events; coordinate the work of facility event staff; serve as liaison between facility users and facility staff, service providers and other stakeholders; monitor the logistics of these events, and all event coordination tasks after events are booked through the conclusion; provide responsible staff assistance to the Director of Operations & Event Services.

**Essential Duties and Responsibilities:**

- Communicate and meet with facility clients in advance of events and assist in determining event needs; provide information and direction to operations and support staff including housekeeping, set-up, utilities, maintenance, security, food & beverage, and event staff personnel.
- Integrate facility events with exclusive and outside service contractors including audio/visual, telecommunications, decorators, etc.
- Prepare written details and requirements for each event; prepare floor plans and ensure compliance with applicable fire, building, and safety codes; communicate changes before and during events.
- Guides clients in preparation of events by interpreting and explaining contract provisions, policies and procedures.
- Keeps clients informed as to status of deadline schedules, including but not limited to floor plan submissions, meeting room set-up specifications, insurance requirements and other relevant details.
- Prepares cost estimates and final billing.
- Attends appropriate planning, organization and other event and facility meetings in support of facility operations.
- Serve as a facility representative at events; facilitate pre and post-event walk through to assess facility condition; enforce facility policies and procedures throughout each event; identify and resolve event problems; resolve public complaints.
- Schedule and facilitate detail meetings as well as pre-con and post-con meetings for events as appropriate.
- Develop crowd management and event staffing plans; communicate needs to appropriate departments or service providers; supervise event staff during events.
- As assigned, conduct a variety of industry related studies and recommend modifications to departmental service delivery methods and operational policies and procedures as appropriate.
- Prepare written evaluations of the events.
- Answer questions and provide information to facility customers; conduct facility tours as needed.
- Interpret and apply all relevant federal, state and local regulations.
- Attend Industry events.
- Perform other duties as required.

**Supervisory Responsibilities:**

- Routinely serve as Manager on Duty.
- Supervise / be in charge of ushers.

**Education and / or Experience:**

- Two (2) years as an Event Coordinator in an arena, convention center, hotel or other public assembly facility, or related position
- Bachelor's degree from an accredited college or university with major course work in public assembly facility management, event management, public relations, marketing, business administration or other related field
- Additional years of experience may be substituted for formal education

**Skill and Abilities:**

- Working knowledge of the principles of event management
- Excellent organization, planning, communication and interpersonal skills
- Professional presentation, appearance and work ethic
- Supervisory experience preferred
- A/V and/or Auto Cad knowledge a plus.
- Requires ability to work flexible, extended, and often irregular hours, including nights, weekends, holidays, and long stretches of consecutive days, as dictated by event activity

**Working Conditions and Physical Demands:**

- This position does not work normal office hours. Shifts will include evenings, weekends and occasionally holidays. Must have the ability to effectively communicate, use the computer and telephone, move around the facility including stairs. When working large productions will be exposed to loud noise, fumes and smoke.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is required to walk extensively, occasionally required to kneel, climb to high walkways or balance. The employee must occasionally lift and/or move up to 50 pounds.
- This position requires work inside and outside of the building and some exposure to adverse conditions.

**To Apply:**

Apply via [Indeed.com](#) or the [ASM Global Career Portal](#).

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The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.

Applicants that need reasonable accommodations to complete the application process may contact the Peoria Civic Center Human Resources at [customerservice@peoriaciviccenter.com](mailto:customerservice@peoriaciviccenter.com).