

**Tulsa Performing Arts Center
Patron Services- Event Manager
Full Time- Job Description**

An Event Manager ensures everything related to an event is taken care of, from idea conception, preparations, and day-of logistics. Charged with creating experiences and bringing visions to life, an Event Manager is adept at multi-tasking, time management, and conflict resolution.

Event Managers oversee and provide support to all front of house departments, such as: janitorial, ushers, volunteers, bar and concession, merchandise vendors, community partners, and event security. The Event Manager will also work in tandem with Ticket Office Staff, Technical Staff, and Facility Engineer Staff to ensure the success of the event. Communication is vital. Relaying a clear understanding of event information and facility safety is crucial to a successful event. Skills that are strongly required for this position are organization, attention to detail, endurance, detailed correspondence, professional etiquette, and a holistic view of each situation.

The Event Manager is expected to be a repository of knowledge for all things that are happening within the building, and downtown Tulsa: from emergency protocol, ticket prices, and show synopsis, to restaurant suggestions, and parking laws. A successful candidate is not expected to know all of this information at the outset, and we will provide comprehensive training.

Additional duties include:

- Ensures excellent experiences for patrons from all front-of-house staff.
- Elevates the appearance of the lobby spaces and all public areas; delegates to appropriate staff or third-party vendors to ensure a clean, safe, and presentable environment.
- Ensures lobby and public-facing theater spaces have been set up as requested and are ready for lessees, vendors, and patrons.
- Operates ticket-scanning equipment, hearing devices, and radios for communication with staff.
- Resolves issues as they arise.
- Follows opening and closing procedures before, during, and after assigned event shifts.
- Communicates and distributes (post-show?) event reports for each performance.
- Coordinates and communicates event information to staff, including meet and greets, caterings, concessions, intermission length and show times.
- Works to ensure all event needs are met.

Physical Requirements:

- Must be able to stand and walk for an extended period of time.
- Must be able to lift and carry up to 50 pounds.
- Must be able to provide documentation of COVID-19 Vaccination.