

JOB DESCRIPTION

Events and Operations Manager



Facility Name:	VENUWORKS OF CEDAR RAPIDS, L.L.C.
----------------	--

JOB INFORMATION

Job Title:	Events and Operations Manager	Department:	Operations
Reports To:	Director of Events and Operations	FLSA Status:	Exempt <input checked="" type="checkbox"/> Non Exempt <input type="checkbox"/>
Prepared By:	Michael Silva	Date Prepared:	July 29, 2021
Approved By:		Approved Date:	

SUMMARY

This position is responsible for planning and managing events across the four VenuWorks managed properties including the Alliant Energy PowerHouse, Paramount Theatre, McGrath Amphitheatre and the ImOn Ice Arena.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- EVENT PLANNER:** Act as the primary event planner for assigned accounts. Regularly communicate with promoters, tour managers, community members, department heads, contractors and all other constituents well in advance of any assigned events to offer advice to clients and plan out each event. Fill out the standardized checklists to complete all event questions and then communicate needs to departments. Rent equipment, coordinate logistics for furniture and equipment between venues, schedule part-time staff and confirm everything is ready to go prior to client arrival.
- STAFF MANAGEMENT:** When assigned by Director to a support role, manage part-time staff to accomplish set-ups and tear-downs in an efficient and cost-controlled manner. Foster positive interactions with part-time staff while pushing to get the job done on time, and work with other departments to help as needed. Break large crews down into smaller work platoons and assign specific tasks to complete.
- FINANCIAL MANAGEMENT:** Prepare event cost estimates as needed for events in accordance with established offers and event budgets, and accurately input purchases and rentals into purchase order system and any event related costs into financial settlement forms.
- STAFF COMMUNICATION:** Participate in weekly staff production meetings, and disseminate event information to all departments and contractors including set-up requirements, times, staff numbers and equipment requirements in a timely fashion.
- EVENT MANAGEMENT:** Serve as primary on-site contact for clients from start to finish of each event. Create a welcoming atmosphere for all clients and incoming tours and work to troubleshoot problems as they arise during events. Ensure the safe working conditions and procedures are followed by event staff during events. Coordinate with other departments for the efficient delivery of services and confirm all rider requirements are met, and when possible exceeded, prior to the client asking for them.

OTHER RESPONSIBILITIES

- Communicate with various external and internal clients in person, in writing and verbally to determine specific event needs. Offer solutions and packages to clients to make their events successful. Perform regular inspections of set-ups prior to load-in and prior to guest arrival to ensure that the venue is at peak performance.

JOB DESCRIPTION

Events and Operations Manager



2. Create accurate CAD drawings of the event setups for each venue and distribute to clients and internal department heads.
3. Assist in creating and maintaining a successful "backstage experience" for all visiting tours, artists and promoters.
4. For events taking place in the Alliant Energy PowerHouse, act as the main liaison for confirming event related details when events are held both the arena and in the convention center, meeting rooms or ballrooms.
5. Coordinate all tour related VIP programs including but not limited to coordinating room rentals with hotels if needed, disseminate staffing needs to Guest Service Manager and Ticket Office Manager, and coordinate the integration of VIP program schedules into the event schedule.
6. Work with all venue departments including Guest Services, Ticket Office, Finance, Food and Beverage, Marketing, Operations, Stagehands, Sponsorship Sales, and primary tenants/clients to satisfy requests and confirm all are prepared for each event.
7. Oversee that all events are coordinated and executed in a professional and safe manner.
8. Organizes event advance documents, and in cooperation with the Guest Service Manager conducts per-event briefings for part-time event staff regarding event details. Treat the part-time staff with respect and demonstrate value for their time and work.
9. Schedule stagehands based on event requirements and supervise operations staff and union stagehand labor during setups, event shows, tear downs and conversions to remain in compliance with work rules and safety guidelines. Complete payroll entries after each event.
10. Perform the duties of "Manager on Duty" when scheduled.
11. Maintain regular, scheduled office hours.
12. Perform other tasks as assigned

SUPERVISORY RESPONSIBILITIES

Carries out supervisory responsibilities in accordance with VenuWorks policies and applicable laws. Responsible for planning, assigning and directing work; rewarding staff for good work, and recommending for discipline part-time staff in accordance with Human Resources; addressing complaints and resolving problem.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each of the following essential duties satisfactorily. The requirements listed are representative of the knowledge, skills, and/or abilities required. A demonstrated ability to follow directions and complete assigned tasks with a minimum amount of instruction and supervision is essential. Ability to organize work flow and meet established deadlines.

Work hours and schedule are generally Monday – Friday 9:00am to 5:30pm but will vary according to event schedules and the needs of the department, and may include holidays, evenings and weekends. Attendance at large events in order to guarantee efficient and quality operations will be required.

This position requires skill in meeting and/or exceeding the expectations, being articulate with well-developed communication skills and personal poise. This position requires excellent teamwork skills, working cooperatively with others in the accomplishment of joint tasks and common objectives. Contributes to a positive work environment, fosters collaboration and provides a tangible contribution.

EDUCATION and/or EXPERIENCE

1. The candidate must have a High School diploma, GED or equivalent and two years of experience in event planning and directing staff. Other combinations of training and/or experience that can be demonstrated to result in the possession of knowledge, skills and abilities necessary to perform the duties of this position will also be considered.
2. Knowledge or the ability to learn the methods, practices, equipment and machinery used in setups, operation and teardowns of general public facility maintenance procedures.
3. Knowledge or the ability to learn and execute safety programs.
4. Must be able to learn how to operate forklift, scrubber, skid steer, and other standard tools and equipment.
5. Ability to supervise and train necessary staff.

JOB DESCRIPTION

Events and Operations Manager



6. Must be able to utilize standard computer systems for administrative (word processing, spreadsheets, etc.) purposes. Must be able to learn how to create site layouts and furniture setups in AutoCAD according to best practices and direction.
7. Ability to work with minimal supervision and establish priorities.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Applicants must possess a current valid driver's license and a vehicle that can be accessed for work purposes and a current working home telephone with a number that can be accessed by building management personnel for business contact purposes.
2. Current certifications and licenses required by local, state, and/or Federal guidelines.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, job-related procedures and manuals, and government regulations. Ability to provide management and staff with concise, accurate guidelines regarding financial procedures. Ability to write professional correspondence, prepare business reports, and conduct professional presentations.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

COGNITIVE SKILLS/REASONING ABILITY

1. Ability to recognize casual relationships, disseminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures, grasp and interpret the meaning of the material and use learned material in new and concrete situations.
4. Ability to break down material into its component parts so that its organizational structure can be understood.
5. Ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards.
6. Ability to put parts together to form a new whole or proposed set of operations.
7. Ability to relate ideas and formulate hypotheses.
8. Ability to appraise judgments involved in the selection of a course of action.
9. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.
10. Ability to solve complex problems with sensitivity and diplomacy, while displaying decisive executive leadership.
11. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 25 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.
6. The employee must be able to travel distances on foot quickly to attend to a variety of needs while on site at the venues.

JOB DESCRIPTION

Events and Operations Manager



WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
------------------------	--	-------	--