

**Position:** Event Manager  
**Department:** Operations  
**Reports To:** Director of Operations  
**FLSA Status:** Exempt Salaried

## Summary

This position is responsible for the provision of professional support in the planning, organization, execution and management of events within the facility. Monitors the ongoing logistics of events and coordinates all tasks associated with events from contract inception through event conclusion. Serves as the primary liaison between the WCC and the client(s) in the coordination of all facility services and event activities.

## Essential Duties and Responsibilities

### 1. Event Management

Ensures the successful event coordination activities by serving as the primary liaison between clients and facility departments.

- **Client Interface:**

- Meets with clients to plan and organize assigned meetings and/or events, interpreting and explaining contract provisions, as well as facility policies and procedures.
- Keeps clients informed as to status of deadline schedules, including but not limited to floorplan submissions, meeting room set-up specifications, insurance requirements, security and EMT requirements, and other related details.
- Provides accurate quotes to clients regarding prices for operational and labor services not specified in the contractual agreement.
- Maintains an active presence during all scheduled events, implementing any changes to event activities as needed and resolving any issues that arise.
- Prepares client work orders for signature regarding equipment and services to be provided.

- **Facility Interface:**

- Prepares written details and requirements for each event to include floor plans, signage and other operational requirements, ensuring compliance with applicable fire, building and safety codes.
- Coordinates any special client needs (i.e. audio visual, decorating, and equipment) with the appropriate parties.
- Provides clear, concise, and timely communication to all operational departments regarding event requirements.
- Facilitates event planning meetings, communicating logistics established for the event and any necessary changes made to the event plans.
- Enforces facility policies and procedures throughout each event, in conjunction with all internal departments.
- Collaborates with facility departments in the completion of post-event

- o summaries, identifying any event challenges for future planning purposes.
- o Maintains harmonious working relationships with internal service partners to ensure the effective management of events.

## 2. Administration

- Promotes and fulfills SMG/WCC goals and brand promise with each managed event.
- Manages activities in keeping with both event and department budgetary constraints.
- Effectively maintains all event files to ensure event activities and challenges are documented in support of optimum client services.
- Actively participates in the facility safety programs to provide for a safe and secure environment for clients and their guests.
- Provides excellent customer service to a wide variety of customers, be they internal staff members or external clients and guests.

## Supervisory Responsibilities

Serves as “Manager on Duty” as required during scheduled events.

## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Education and/or Experience

- Bachelor’s degree from an accredited institution in Event Management, Business Management or related field.
- Minimum of (1) year of related experience managing public events in a similar environment.

### Knowledge, Skills and Abilities

- Ability to adapt to change in the work environment, manage competing demands, accommodate frequent changes to planned activities and accept delays or unexpected events.
- Demonstrated knowledge of all national, state and local life safety codes.
- Ability to work under extreme pressure and stringent schedules to coordinate multiple tasks simultaneously.
- Demonstrated knowledge of the principles of event facility management, services and equipment.
- Strong interpersonal, verbal and written skills.
- Excellent organizational skills, with the ability to prioritize work to meet deadlines.
- Ability to read and interpret documents such as diagrams and schematics.

### Computer Skills

- Proficiency with Microsoft Office Products, to include Word, Outlook,



Excel, PowerPoint and Publisher.

- Proficiency with event diagram software such as Social Tables.

**Other Qualifications**

- Ability to perform work for extended or irregular hours during scheduled events to include days, weekends and evenings.

**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 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 regularly required to move around the facility with substantial walking required; to stand for long hours during events; to stoop, lift and carry up to 50 pounds, and move equipment such as chairs, tables and kitchen equipment. This position may require work inside or outside of the building, as needed by events.

**Note**

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. This document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

To Apply:

[https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000446908506#](https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000446908506#/)

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