

**Position:** Event Operations Staff  
**Department:** Operations  
**Reports To:** Operations Supervisor  
**FLSA Status:** Part-time/Hourly/Nonexempt

### **Summary**

Under general supervision, members of the Event Operations Staff are responsible for work in all aspects of the conversion process for assigned events to include set up, maintenance and tear down of the exhibit hall, ballrooms, salons, meeting rooms, exterior lawn events, and other spaces at the Wilmington Convention Center.

### **Essential Duties and Responsibilities**

- Read and interpret floorplans and layouts to ensure event arrangements meet client requirements.
- Set up, maintain and break down such items as: flooring, portable chairs, operable walls, barricades, staging, tables, dance floors, and other furnishings and equipment.
- Fulfill any change orders either before and/or during an event to ensure event operations occur smoothly.
- Utilize industrial equipment such as pallet jacks, material handling carts, and dollies to transport items to and from storage areas to event locations.
- Store furnishings and equipment neatly and in an accessible manner in pre-designated areas.
- Report irregularities, discrepancies, safety, and damage concerns, and the loss of property promptly to the Operations Supervisor.
- Perform various duties to ensure that the day-to-day operations of an event are met. These may include loading and unloading delivery trucks, disposing of trash and debris properly, and replenishing supplies as needed.
- Assist with pre/post event cleaning and custodial tasks such as sweeping, mopping, dusting, trash removal, vacuuming, spot cleaning, carpet cleaning, floor waxing and window washing as needed. May operate light power-driven cleaning equipment.
- During non-event schedules, may perform basic repairs and maintenance tasks such as painting, patching, and replacing ceiling tiles, light bulbs and filters.
- Report irregularities, discrepancies, safety/damage concerns, and loss of property promptly to the Operations Supervisor.
- Comply with all WCC policies and procedures associated with such programs as risk management, safety, and emergency management.
- Perform other duties as assigned.

### **Supervisory Responsibilities**

This position does not have any supervisory responsibilities.

### **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.

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**Education and/or Experience**

- High school diploma or equivalent education.
- 3 months related experience preferred.
- Knowledge of the proper use of hand and power tools.

**Skills and Abilities**

- Ability to prioritize work, utilizing good organizational skills, to meet tight deadlines in an efficient manner.
- Ability to work effectively under pressure within stringent schedules.
- Excellent communication skills, both oral and written.
- Ability to interact with guests, vendors, and staff in a friendly, courteous, and polite manner.
- Ability to work independently, exercising judgement and initiative.
- Ability to maintain effective working relationships with the WCC team, exhibitors, patrons, and others encountered during the course of events.

**Other Qualifications**

- Available to work flexible hours, including nights, weekends, and holidays.

**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 moderately exposed to unusual elements, such as extreme temperatures, dirt, dust, fumes, smoke, unpleasant odors, and/or loud noises. The environment involves some exposure to hazards or physical risks which requires lifting up to 50 pounds, climbing, working at various heights and moving about the facility on a regular basis. Daily shifts will endure various degrees walking, standing, turning, stooping, crouching, kneeling, reaching, pushing and pulling, requiring a full range of body movements. 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=5000467912006#/>

SMG/The Wilmington Convention Center is an Equal Opportunity/Affirmative Action employer, and encourages women, minorities, individuals with disabilities, and protected veterans to apply. We are a VEVRAA Federal Contractor. Applicants who need reasonable accommodations to complete the application process may contact (910) 386-4343 for further assistance.

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