



Opening Date: 1/27/2020
Closing Date: Open Until Filled

Vacancy Announcement #08-20 Convention Event and Program Manager

SALARY: NEGOTIABLE

DC Residents Preferred

EVENTS DC

Engage, Excite, Entertain.

Events DC is the face of conventions, sports, entertainment and cultural events within our nation's capital. As the official convention and sports authority for the District of Columbia, Events DC leverages the beauty, history and diversity of the most powerful city in the world to attract and promote an extensive variety of events, resulting in amazing experiences for residents and visitors alike, and generating economic and community benefits for the city.

Our success comes by focusing on divisions that reflect three lines of business: Conventions and Meetings, Sports and Entertainment, and Special Events, where we make a range of strategic investments in the region's marquee sports, entertainment and cultural properties. Each division is driven by the desire to bring stellar events to Washington, DC by providing superior customer service to our clients and visitors.

SUMMARY DESCRIPTION

The Convention Event and Program Manager manages meetings, conventions and special projects for the convention management department. This position independently coordinates and directs the delivery of services to specific events and works on special projects assigned by the Director of Convention Management, requiring the facilities of the Walter E. Washington Convention Center. Events that may be assigned include conventions, exhibitions, consumer show, stand-alone meetings and banquets. Special projects will include researching and interfacing with project stakeholders within the CMD department and include Event DC departments, partners and customers, specific to final outcomes.

Employees in this classification must provide professional customer service and have professional work experience in planning, organizing and controlling events to allow them to assume substantial responsibilities with minimal orientation. Work is performed under the general direction of the Director, Convention Management Division.

EXAMPLES OF WORK ASSIGNED

Event Management:

- Review's lessee's license agreement to ensure dates, times, leased space and equipment provided are accurate and contractual provisions are fulfilled.
- Directs show services staff and contractors in delivering services for meetings and events and resolves event related problems.

- Coordinates efforts of caterers, decorators, audio-visual, Meeting Services staff, etc., when organizing set-up requirements and client specifications.
- Acts as primary Events DC point-of-contact for show managers and implements the specifications and requirements for Events DC provided services.
- In conjunction with Destination DC and Events DC Sales Teams, conducts tours of the facilities for assigned customers and their GSC's. Provides expertise and consultation regarding facility capabilities and determines the needs of the potential event.
- Directs and participates in the pre-event planning, reviewing any past history of the event, initiating correspondence and conferences with show management, their suppliers, and Events DC staff.
- Assists in the compilation and review of event and contractor charges with appropriate Events DC staff and show management, and reviews documentation for invoice preparation.
- Prepares schedules and meeting room specifications illustrating the event requirements.
- Reviews and approves customer/service contractor floor plans.
- Ensures the availability of all equipment contracted for customer's use.
- Ensures compliance with all facility and appropriate governmental rules and regulations by the show management and all service providers working on the event.
- Conducts post-event critiques with show management.

Program Management:

- Research and conduct event trend comparisons. Provide detailed analysis with resolutions.
- Assist in the creation and update of the CMD standard operating procedures.
- Lead projects as assigned by the Director, Convention Management. Assure projects are executed according to guidelines set.
- Assure the Event Planning Guide (EPG) is kept current with Center rules and regulations as well as industry standards. New and restructured information will be shared with CMD team.
- Support the on boarding of new staff.
- Lead champion for Ungerboeck. Create work-flow processes that assist the team and customers.
- Lead champion for Social Tables. Work with the CMD team to identify internal needs, update current practices and lead customer engagement when needed.
- Performs a variety of related tasks and duties as assigned.

SKILLS, KNOWLEDGE AND ABILITIES

- Thorough knowledge of meetings, conventions, trade shows, entertainment and sporting events, audio/visual equipment, setups, teardowns, and show utilities installation and teardowns.
- Ability to work independently with minimal supervision.
- Strong analytical and organizational abilities.
- Ability to train, support and evaluate technical platforms within department.
- Skill in coordinating major events in multi-purpose facilities.
- Excellent problem solving and customer relations skills.
- Requires initiative, diplomacy and the ability to interact with a variety of departments, contractors and personalities in pressure situations.
- Ability to express ideas and convey information effectively, both orally and in writing.
- Ability to direct other staff operations in delivering varied, diverse facility services, and resolve conflicts.
- Ability to read and interpret blueprints to determine feasible use of convention center space.
- Ability to review room arrangements and make changes or correct deficiencies to tenant satisfaction.
- Ability to establish and maintain effective working relationships with employees, management, co-workers, and the public.
- Ability and willingness to work extended hours and varying work schedules (i.e., evenings, weekends and holidays), frequently meet rigid deadlines with limited lead-time, handle concurrent planning and execution of multiple events.
- Ability to keep track of the large number of details involved in the successful execution of events.
- Proficiency with Microsoft Office Suite.

CORE COMPETENCIES (SPECIALIST)

- Functional Management
- Strategic Thinking
- Project Management
- Problem Solving
- Attention to Detail

ADA ESSENTIAL REQUIREMENTS

- Ability to stand for a sustained period of time.
- Ability to walk extended distances and climb stairs to access the interior and environs of the Center, particularly for long distances or moving from one work site to another.
- Ability to pick, pinch, type or otherwise work primarily with fingers rather than with the whole hand or arm.
- Ability to apply pressure to an object with fingers and palm.
- Ability to converse orally and to use standard telephones to receive and communicate information.
- Ability to exert up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and or up to 10 pounds of force constantly to move objects.
- Ability to prepare and analyze data and figures; transcribe; view a computer terminal; read extensively; visual inspection of small parts, and/or operation of machines; use measurement devices; and/or assembly or fabrication of parts at a distance close to the eyes.

MINIMUM QUALIFICATIONS

- Bachelor's degree or higher in hotel management /hospitality/convention management, marketing, communications, convention planning and operations, or a closely related field. AND
- A minimum of 4 years, supervising, training or teaching experience in the hospitality, meetings and convention industry.
- Five (5) years of significant customer-oriented hospitality industry experience in conference, convention center or hotel , or significant operating experience with multi-management of meetings and/or expositions.
- A minimum of one of the following professional certifications; Certified Meeting Professional(CMP) Certified Venue Professional(CVP), and/or Certified Events Manager (CEM)
- Experience using CAD or other Windows-based drawing software.

PREFERRED QUALIFICATIONS

- Master's degree

REQUIREMENT

- All positions require candidates to successfully complete our background screening process

In an effort to protect our environment from paper waste all candidates must apply on-line on our website:

<http://careers.wcsa.com/employment/application.aspx>

Computers are available in the Labor and Contractor Office (Access Control) at 1116 7th Street NW Monday
– Tuesday and Friday – 7:00 a.m. – 11a.m.
Wednesday and Thursday – 8:30 a.m. – 3:00 p.m.

**Washington Convention & Sports Authority T/A Events DC
Human Resources Department
801 Mount Vernon Place, NW
Washington, DC 20001**

All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.