



Opening Date: 5/3/2018
Closing Date: Open Until Filled

Vacancy Announcement #35-18 Manager, Event Services (E.S.A.)

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

This is a highly responsible and professional position requires an individual with experience in developing and supervising convention, meeting, and coordinating service-oriented activities. The work involves developing policies, systems and procedures, and performing and/or overseeing event managers and the DMP Event Manager. The incumbent should have extensive experience in convention planning and facility operations. The work is characterized by great attention to detail, the exercise of independent judgment, overall supervision of events, the coordination of multiple tasks at one time, collaboration with other work units within and outside of the Convention Center, and the maintenance of high standards of customer service. Incumbent is directly and primarily responsible for supervising Event Managers assigned to Priority Two, Three and Four events and the event manager assigned to DMP meetings and is given wide latitude and flexibility in choosing methods of completing assigned work. Work is reviewed and supervised by the Director of Convention Management.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment.

EXAMPLES OF WORK ASSIGNED

- Directly manages and monitors the work of event service activities in order to ensure compliance with organizational guest service goals and requirements applicable regulations and laws, satisfaction of participants, and resolution of any problems that arise.

- Develops, implements and administers systems to ensure efficient performance and quality service to customers.
- Coordinates all aspects of convention/event operations; identifies logistical/operational issues with upcoming events; develops and maintains systems to inform clients and staff of the operational details, services and logistics of each event.
- Consult with convention customers in order to determine objectives and requirements for events such as meetings, conferences, and conventions.
- Inspect event facilities in order to ensure that they conform to customer requirements.
- Establishes both short and long-term guides on each event for staff and service providers for current and future reference.
- Manages proper space use; coordinates multiple event in/out times, custodial services, and equipment availability and usage.
- Develops and implements operational policies and procedures designed to promote efficiency and quality of service, to include labor scheduling, technical on-the-job training, and interdepartmental coordination.
- Manages department resources, including budget, equipment, supplies, and tools. Develops annual operating budget for department and monitors expenditures.
- Trains subordinate staff on facility information, rules and regulations, quality standards and safety.
- Carries out managerial responsibilities in accordance with WEWCC policies and applicable laws and regulations. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Ensures event managers uphold and adhere to all organizational policies and procedures.
- Understands, practices and adheres to all applicable labor relations laws, policies, and standards.
- Performs a variety of related tasks and special projects as assigned.

SKILLS, KNOWLEDGE AND ABILITIES

- Ability to interface well with the public.
- Considerable knowledge of all aspects of coordinating major conventions, conferences, consumer shows, banquets and meetings.
- Working knowledge of the hospitality industry with a key emphasis on customer service.
- Ability to express ideas and convey information effectively, both orally and in writing.
- Communicates broader perspectives to customers, as well as subordinates and inspires commitment to shift their viewpoints and find new possibilities for action.
- Ability to be fully conscious and create spontaneous relationship with the customer, supervisor and subordinate employing a style that is open, flexible and confident
- Ability to communicate effectively during coaching sessions, and to use language that has the greatest positive impact on the client
- Demonstrated ability to work in a fast-paced environment.
- Ability to perform duties with little supervision.
- Ability to work a flexible schedule, including days, evenings, nights, weekends and holidays.

CORE COMPETENCIES (MANAGER STAFF)

- Leadership
- Human Capital
- Strategic Thinking
- Operational Effectiveness
- Financial and Expense Management

MINIMUM QUALIFICATIONS

- Bachelor's degree in hotel management, marketing, convention planning and operations, or a closely related field.
- Five (5) years of experience in convention, hospitality industry, or closely related field.
- Three (3) years of supervisory/managerial experience.
- Any equivalent combination of related experience, training, and/or education.
Assistant Manager, Convention Services

ADA ESSENTIAL FUNCTIONS

- Ability to walk extended distances and climb stairs to access the interior and environs of the Center.
- Ability to lift, push, pull and manipulate equipment and objects often weighing upwards of twenty-five (25) pounds.
- Ability to read and write instructions, directions, letters, memos, floor plans, and other written materials.
- Ability to converse orally and utilize standard telephones and two-way radios to receive and communicate information to staff and customers.

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.