



Opening Date: 5/1/2018
Closing Date: Open Until Filled

Vacancy Announcement #39-18 Manager, Event Operations (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 position requires an experienced manager who will be responsible for directly overseeing all event-related operations for the Sports and Entertainment Division of Events DC, with a specific emphasis on ensuring that excellent staff, customer and client relations are maintained at all times and that the highest levels of quality and efficiency are employed for each event held at Events DC venues within the Sports and Entertainment Division, including but not limited to, sporting, entertainment, trade shows, meetings and special events. The Director, Event Operations defines expected results and holds staff accountable for those results, while overseeing the effective utilization of budget, equipment and other resources. This is a highly responsible and professional position requiring an individual with experience in developing and supervising promotional and event-coordinating activities. The work involves developing policies, systems and procedures, and performing and/or overseeing event management activities. The Manager, Event Operations should have extensive experience in event management and facility operations, as well as proficient knowledge of food and beverage operations. The work is characterized by great attention to detail, the exercising of independent judgment, overall supervision of events and staff, the coordination of multiple tasks at one time, collaboration with other work units within and outside of the Sports and Entertainment Division, and the maintenance of high standards of customer service. Incumbent is directly responsible for supervising Event Managers and event-related contractors. The person in the position is given wide latitude and flexibility in choosing methods of completing assigned work. Work is reviewed and supervised by the Director of Operations (to whom the incumbent shall report) and the Senior Vice President and Managing Director of the Sports and Entertainment Division.

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 logical assignment.

- Develops; implements and administers systems to ensure efficient performance and quality service to

customers.

- Coordinates all aspects of 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.
- Oversees the coordination of services for events, such as facilities requirements, catering, signage, displays, medical services, custodial services, guest services and event security.
- Ensures that all necessary documentation has been received from event promoters and external event contractors and is distributed to appropriate Events DC departments and service partners.
- Reviews all technical and production plans and schedules (floor plans, room diagrams, rigging plots, proposed local hiring and work calls, etc.) and ensures compliance with Events DC guidelines/requirements; mitigates all issues prior to client occupancy of licensed premises.
- Participates in discussion with Sales Department to identify logistical/operational issues of upcoming events both in the selling and planning phases.
- Coordinates with Event Managers in responding to and providing planned and on-demand client services.
- Develops activity plans, sets priorities, and formulates daily, weekly work plans.
- Consistently interacts with supervisor through means of verbal and written communication, division/department updates, and strategic planning sessions, to ensure collaborative work environment where goal is to yield both operational and financial success.
- 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.
- Inspects the work of subordinates and contractors to ensure adherence to customer specification, Events DC quality assurance standards, procedures and safety codes.
- Trains subordinate staff on facility information, rules and regulations, quality standards and safety, as well as operational leadership.
- Orchestrates the coordination of pre-event meetings.
- Conducts post-event evaluations in order to determine how future events may be improved.
- Reads trade publications, attends seminars, and consults with other event professionals in order to keep abreast of event management standards and trends.
- Performs a variety of other related tasks and special projects as assigned.

SKILLS, KNOWLEDGE AND ABILITIES

- Considerable knowledge of all aspects of coordinating sporting and entertainment events, conferences, consumer shows, banquets and meetings.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Working knowledge of the sports and entertainment industry with a key emphasis on customer service.
- Ability to interface extremely well with the public.
- Ability to express ideas and convey information effectively, both orally and in writing.
- Ability to work under pressure, prioritize and delegate work assignments, and meet deadlines in a fast multi-task environment.
- Ability to perform duties with little supervision.
- Ability to work a flexible schedule, including days, evenings, nights, weekends and holidays.

CORE COMPETENCIES (MANAGER & DIRECTOR)

- Leadership
- Human Capital
- Strategic Thinking
- Operational Effectiveness

- Financial and Expense Management

ADA ESSENTIAL FUNCTIONS

- Ability to walk extended distances and climb stairs to access the interior and environs of events dc venues within the Sports & Entertainment Division.
- Ability to read instructions, directions, letters, memos and other written materials.
- Ability to converse orally and utilize standard telephones, smart phones, and two-way radios to receive and communicate information with staff and clients.

MINIMUM QUALIFICATIONS

- Bachelor's degree in event management, marketing, planning and operations, or a closely related field.
- Five (5) years of experience in sports or entertainment industry, convention, hospitality industry, or closely related field.
- Three (3) years of supervisory/managerial experience.
- Any equivalent combination of related experience, training, and/or education.
- Must possess a valid Motor Vehicle Operator's License.

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.