



Opening Date: 07/20/2017
Closing Date: Open Until Filled

Vacancy Announcement #48-17 Senior Event Manager

SALARY: NEGOTIABLE

DC Residents Preferred

SUMMARY DESCRIPTION

The Senior Event Manager provides responsible professional customer services in the Event & Convention Services Department of the Convention Management Division. Employees in this classification must have professional work experience in planning, organizing and controlling events to allow them to assume substantial responsibilities with minimal orientation. At this level, the Senior Event Manager manages the success of meetings and conventions requiring facilities of the Walter E. Washington Convention Center by independently coordinating and directing the delivery of services to large conventions, exhibitions and consumer shows. The Senior Event Manager may also be assigned to stand alone meetings, banquets and consumer shows. Work is performed under the general direction of Assistant Director, Convention Management Division.

EXAMPLES OF WORK ASSIGNED

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

- 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 WCTC and Events DC Sales Teams, conducts tours of the facilities for potential customers, 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.
- Participates in the training of entry-level Event Managers.



- Assists the Assistant Manager, Event Services, Manager, Event Services and/or the Director, Event Management in developing, implementing, and monitoring operational policies and procedures for the department.
- 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.
- 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)

- Job Knowledge and Technical Expertise
- 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 QUALIFICATION

- Bachelor's degree from an accredited college or university with major coursework in Business Administration, Public Relations, Hospitality or Hotel Management, or a related field; AND



- Four (4) years of significant customer-oriented hospitality industry experience preferably in a convention hotel, conference or convention center, or significant operating experience with multi-management of meetings and/or expositions.
- Any equivalent combination of related experience, training, and/or education.

DESIRABLE QUALIFICATIONS

- Experience using CAD or other Windows-based drawing software.
- Professional certification (CMP).

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 Human Resources' lobby for on-line application purposes

Mondays-Fridays, 8:30am to 5:30pm.

Washington Convention & Sports Authority

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.