



Opening Date: 6/4/2018  
Closing Date: Open Until Filled

## **Vacancy Announcement #49-18 Director, Convention Management**

**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 Director, Convention Management Division, is responsible for the overall management of the show management, exhibitions, event coordination and meeting set-up. The incumbent 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 convention management activities. The incumbent should have extensive experience in convention planning 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 Convention Center, and the maintenance of high standards of customer service. Incumbent is directly responsible for supervising Event Managers, Meeting Service Managers, and is in direct contact with both the food and beverage General Manager as well as the Regional Vice President. The incumbent is given wide latitude and flexibility in choosing methods of completing assigned work. The incumbent receives general supervision and policy direction by the Senior Vice President and General Manager.

## EXAMPLES OF WORK ASSIGNED

The duties listed below are intended only as illustrations of 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.

- Develops; implements and administers systems to ensure efficient performance and quality service to customers.
- Coordinates all aspects of convention 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 and services for events, such as accommodation and transportation for participants, facilities, catering, signage, displays, special needs requirements, printing and event security.
- 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.
- Participates in collaborative discussion with Sales Department and, Convention Management Division to identify logistical/operational issues of upcoming events both in the selling and planning phases.
- Coordinates with Meeting Services Manager and Event Managers in responding to, and providing planned and on-demand client services.
- Develops annual activity plans, sets priorities, and formulates daily, weekly, short-term and long-term working plans.
- Consistently interact 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.
- 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.
- Inspects the work of subordinates and contractors to ensure adherence to customer specification, Washington Convention Center quality assurance standards, procedures and safety codes.
- Manages department resources, including budget, equipment, supplies, tools and uniforms. Develops annual operating budget for department and monitors expenditures.
- 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, as well as convention production meetings.
- Conduct post-event evaluations in order to determine how future events could be improved.
- Read trade publications, attend seminars, and consult with other meeting professionals in order to keep abreast of meeting management standards and trends.
- Interacts with and responds to other downtown stakeholders, such as the Chamber of Commerce, Destination DC, Downtown BID, Hotel Association of Washington DC, etc.
- Carries out managerial responsibilities in accordance with WCCA 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 that bargaining unit contract is upheld and department adheres to all organizational policies and procedures.

- Performs a variety of other related tasks and special projects as assigned.

### **SKILLS, KNOWLEDGE AND ABILITIES**

- Considerable knowledge of all aspects of coordinating major conventions, 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 hospitality 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.
- 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 (EXECUTIVE)**

- Job Knowledge and Technical Expertise
- Leadership
- Human Capital
- Strategic Thinking
- Operational Effectiveness
- Financial Awareness
- Entrepreneurship
- External Strategic Awareness

### **ADA ESSENTIAL FUNCTIONS**

- 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.
- Ability to walk distances within the convention center and/or drive motorized vehicles to survey subordinate work and/or meet with show management.

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree in hotel management, marketing, convention planning and operations, or a closely related field.
- Seven (7) years of experience in convention, hospitality industry, or closely related field.
- Five (5) years of supervisory/managerial experience.
- Any equivalent combination of related experience, training, and/or education.

### **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>**

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.**