



Opening Date: 8/17/2018  
Closing Date: Open Until Filled

## **Vacancy Announcement #68-18 Deputy 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**

Under the Direction of the Director of Convention Services, the Deputy Director position for Convention Management is responsible for the management and oversight of Junior and Senior Level Event Managers and Coordinators daily activity. To include assigning future Priority 1-4 events, meeting regularly with show management and coordination of room and exhibit hall leased space, overseeing COTR responsibilities with the business center. Develops and implements operational policies, systems and procedures related to event operations, which are designed to promote efficiency and quality service. The incumbent provides leadership and management for all convention services, including planning, directing and managing the personnel and resources to ensure a high degree of client relationships, successful events and net revenue to the Convention Center Operation.

### **EXAMPLES OF WORK ASSIGNED**

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.

- Full daily administrative oversight for Event Managers and Event Coordinators.
- Responsible for interviewing, recruiting, and training Event Managers and Coordinators.
- Must have the ability to coordinate 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.
- Develops, implements and administers SOP systems to ensure efficient performance and quality service to customers and event operations.

- Establishes both short and long-term guidelines that enhance and support event staff and service provides for current and future reference.
- Ensures coordination between Event Managers, Sales, Catering, Meeting Services, and all Service Partners to identify function space logistical/operational issues during the sales and planning phases; develops and promotes appropriate strategies that effectively meet customer needs and mitigate the identified issues.
- Actively and physically monitors show floor and event activities in order to ensure compliance with applicable regulations and laws, satisfaction of participants, employee performance, and resolution of any problems that arise.
- Coordinates with the Director of Public Safety Director and internal Managers to ensure a safe and orderly crowd management plan for events.
- Ensures mitigation of all related issues prior to client occupancy of licensed premises as outlined in our Event Planning Guide.
- Develops and implements operational policies and procedures designed to promote efficiency and quality of service and interdepartmental coordination.
- Manages department resources, including budget, equipment, and supplies.
- Trains event managers on facility information, rules and regulations, quality and safety standards.
- Coordinate approved floorplans/diagrams with the DC Fire Department.
- Represent Events DC at local, regional and national industry meetings and functions and stays abreast of industry standards, as well as convention service knowledge and expertise.
- 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, trade shows, consumer shows, banquets, meetings and special events.
- Ability to express ideas and convey information effectively, both orally and in writing.
- Ability to perform duties with little supervision.
- Ability to work a flexible schedule, including days, evenings, nights, weekends and holidays.
- 3-5 years managing/supervising staff experience.
- Prepare and evaluate department manager's annual performance objectives/reviews.
- Demonstrate good sound judgement and critical thinking in a high crisis management environment.
- Train diagram/floorplan drawings from a technical business software such as autocad or social tables.
- Have the ability to prepare skilled comprehensive and effective event resumes/manifest via an event business management software such as Concentrics/Ungerboeck/EBMS or other industry system.

### **CORE COMPETENCIES (DIRECTOR)**

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

### **ADA ESENTIAL 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.

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree or higher in hotel/hospitality/convention management, marketing, communications, convention planning and operations, or a closely related field.
- (10+) year experience in convention, hospitality industry, or closely related field.

- Three to five (3-5) years of supervisory/managerial experience required.
- Any equivalent combination of industry related experience, training, and/or education (15+ years).
- Certified Meeting Professional (CMP) certification, preferred, however expected within 1 year of hire.
- Venue Management School at Oglebay required.
- Membership in at least three (3) Industry Associations required within the last 5 years such as IAVM, PCMA, MPI, IAEE, ASAE, or ESPA.

## **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.**