



Opening Date: 12/3/2018
Closing Date: Open Until Filled

Vacancy Announcement #74-18 Assistant Manager of Meeting Services

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 Assistant Manager, Meeting Services is responsible for the day-to-day coordination of the Meeting Services Department including meeting room set-up, meeting room refresh and equipment management. Assists in defining work load, expected results and staff assignments. Accountable for delivering expected results to customers. Coordinates all inventory, equipment and resource management. Manages procurement for department. Position reports to the Manager, Meeting Services.

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.

EXAMPLES OF WORK ASSIGNED

- Coordinates meeting room set needs (advance and on-site needs) with Event Managers to ensure quality service to customers.
- Responsible for the development of the work schedules for Meeting Services Department.
- Works with Supervisors to coordinate the day-to-day work of staff ensuring that client expectations are exceeded by thorough analysis of event needs and routine inspections of work.
- Assists Manager with development of annual department budget, monitoring expenditures and managing the budget throughout the year.
- With management team, develops a yearly list of annual equipment needs and comprehensive inventory of all equipment, tools, furniture and supplies. Manages procurement of all needed goods and services.

- Ensures equipment, tools, furniture and supplies are maintained fully operational and stored in a safe, clean and efficient manner.
- Monitors uniform needs, procures uniforms, oversees inventory maintenance and distribution. Ensures storage and cleaning of uniforms is handled effectively. Enforces a standard dress code for uniformed employees.
- Ensures compliance of rules and regulations, procedures, quality standards, and safety measures.
- Recommends and implements technical on-the-job training.
- Ensures that staff is responsive and courteous to customers, service contractors and co-workers.
- Selects, evaluates and disciplines subordinate staff.
- Performs a variety of related tasks and duties as assigned.

SKILLS, KNOWLEDGE AND ABILITIES

- Considerable knowledge of all aspects of coordinating major conventions, meetings, and tradeshow.
- Working knowledge of the hospitality industry with a key emphasis on customer service.
- Excellent problem solving and customer relations skills.
- Ability to express ideas and communicate effectively, both orally and in writing.
- Ability to maintain effective client communications in pressure situations.
- Ability to work a flexible schedule, including days, evenings, nights, weekends and holidays.

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.

CORE COMPETENCIES

- Financial Awareness
- Strategic Thinking
- Project Management
- Operational Effectiveness
- Job Knowledge and Technical Expertise

MINIMUM QUALIFICATIONS

- Bachelor's Degree from an accredited college or university and three (3) years of supervisory experience in a hospitality or convention center environment; OR
- High School Diploma and seven (7) years of set-up experience in a hospitality or convention center environment; OR
- Any equivalent combination of experience, training and/or education.
- One (1) to three (3) years of supervisory/managerial experience.

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**