



Opening Date: 8/14/19  
Closing Date: Open Until Filled

## **Vacancy Announcement #76-19 Associate 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, Convention Management, the Associate Director is responsible for the management and oversight of the Senior Event Managers, Event Managers and Event Coordinators daily activities. Responsibilities include event related support and on-site leadership through mentoring, guiding and coaching. This position ensures continuous and productive communications with clients and collaboration within internal departments for the planning and successful management of event activities. In addition, the Associate Director will be responsible for assigning events, meeting regularly with show management and developing and implementing operational policies and procedures (SOP's), related to event operations, which are designed to promote efficiency and quality service. The Associate Director will manage limited events. This position works under the general supervision of, and reports directly to, the Director, Convention Management.

### **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, including interviewing and recruiting of senior event managers, event managers and event coordinators.
- Train event managers on facility information, rules and regulations, quality and safety standards.
- Coordinate all aspects of event operations; identifies logistical/operational opportunities 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.

- Ensures coordination between event managers, sales, meeting services, facility services, public safety, transportation and all exclusive and outside service partners.
- Identifies logistical and operational opportunities and develops appropriate strategies that effectively meet customer needs and mitigates issues.
- Actively and physically monitors event and show floor activities.
- Ensure compliance with applicable Facility SOP's, regulations and laws, satisfaction of participants and employee performance.
- Ensures mitigation of all related issues prior to client occupancy of licensed premises as outlined in our Event Planning Guide.
- Manages department resources, including budget, equipment, and supplies.
- 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.
- Supports the Director with COTR responsibilities as they pertain to general event activities.
- Performs a variety of related tasks and special projects as assigned.

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

- Interface with the general public, attendees and customers of the WEWCC.
- 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.
- Be willing to travel for industry meetings or future licensed meetings.
- Work a flexible schedule, including days, evenings, nights, weekends and holidays.
- 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, etc.
- 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 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.

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree or higher in hotel/hospitality/convention management, marketing, communications, convention planning and operations, or a closely related field.
- 7-10 years of 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 (10 years).
- Certification- Certified Meeting Professional (CMP) or Certified Event Manager (CEM) preferred, however expected within 1 year of hire.
- Membership in industry associations required within the last 3-5 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.**

