

Position: Event Manager
Department: Event Services
Reports To: Director of Event Services
FLSA Status: Salaried Exempt

GENERAL STATEMENT OF DUTIES:

SMG, the leader in privately managed public assembly facilities has an excellent and immediate opening for an Event Manager at The Pensacola Bay Center. The Event Manager, by performing personally or through subordinates and under the general supervision of the Event Services Director, will provide professional client services support in the planning, organization and management of events within the facility, while interacting with clients, facility staff and related personnel to assure all event needs are fulfilled.

MAJOR DUTIES AND RESPONSIBILITIES:

- Communicate with clients to obtain necessary technical requirements for developing and executing a plan to create diagrams, fulfill riders, conduct advances, schedule and supervise labor calls, and process equipment orders for events and other event related information
- Prepare event agendas and assist event production meetings to include staff representatives from all departments to facilitate effective communication in order to successfully execute fulfillment for all event needs of the client, the venue and the patron.
- Review artist riders and maintain weekly contact with artist tour managers
- Acts as liaison between the facility and clients ensuring all requirements are met and facility rules, regulations and policies are adhered to such as ADA compliance, NFPA life safety codes, OSHA Guidelines
- Coordinate with the Box Office regarding production requirements for creating seating diagrams and capacities.
- Prepares event cost analysis, estimated expenses and settlements for arena events as needed
- Administer follow-up inspections to insure work is complete and provide evaluation reports
- Schedule, Train and Supervise Front of House event staff for all arena events, including, but not limited to Guest Services, Police, EMS, Class D Licensed Security, and Recreational Ice Programs
- Facilitates the recreational ice programs for figure skating club, amateur hockey leagues and private skates to include scheduling ice time, supervisor event staff, submitting invoices, and fulfilling program user agreements
- Provide support to ensure all pertinent information is obtained, filed and distributed to proper entities. This includes but is not limited to artist riders, contracts with supporting documentation, diagrams, capacity manifests, equipment orders/invoices, inventory sheets, production notes, event fact sheets, staffing calls and invoices with deployment maps, Event EAP's and SOP's, incident and accident reports, ejection notices and arrests, MOD and After Action Reports.
- Provide quality service and execution through daily operations and event production
- Serves as "manager on duty" for events when needed
- Other duties as assigned by the General Manager or Event Services Director

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to communicate well, both written and orally
- Ability to plan, organize and implement policies and procedures
- Ability to establish and maintain effective working relationships with varied groups and individuals
- Able to manage multiple projects and meet tight deadlines
- Ability to operate industry related equipment
- Ability to work with limited supervision, prioritize and handle multiple projects simultaneously while exercising judgment and initiative in addressing complaints and resolving problems
- Ability to train and direct employees to plan and assign work in an efficient and effective manner
- Demonstrate knowledge of standard office practices and procedures

- Demonstrate knowledge in industry terminology, NFPA life safety codes, Risk Management, Crowd Management, general and local IATSE policies and procedures, facility capabilities, operational procedures, OSHA guidelines, event coordination and production/technical related services
- Demonstrate general knowledge and understanding of theatrical rigging, sound & lighting, stage building, HVAC, IT support, show power, electrical , exhibition show sets, ice rink operations, banquet sets and meeting room functions

Education and/or Experience

- High school diploma or GED required. Bachelor's Degree with event management emphasis is preferred
- 4 years of hands-on, professional event production experience in the industry for arena, theatre, stadium, and/or convention center; or equivalent combination of education and experience
- Experience with negotiating, executing, and fulfilling contracts in the areas of user agreements, service provider agreements, and labor union agreements
- Understand and be capable of insuring that all laws, building codes, ordinances, policies, procedures, risk management and emergency procedures are followed
- Exhibit excellent organizational and communication skills
- Maintain a professional presentation, appearance and work ethic
- Work effectively under pressure and/or stringent schedule to produce accurate results and meet deadlines
- Foster working relationship with partners, clients, employees, exhibitors, and patrons during employment
- Detail oriented

Computer Skills

To perform this job successfully, an individual should be proficient in Windows, MS Office, CAD and Adobe.

Certificates, Licenses, Registrations

Possess any licenses, certificates or training required by local, state or national authorities for the operation of industry related equipment found at the facility is preferred.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Walk/stand extensively, kneel, climb to high walkways, balance, and maneuver throughout the venue
- Must occasionally lift and/or move up to 50 pounds
- Work inside and outside the building is required, may have some exposure to adverse conditions
- Must be able to hear and speak to use a two-way radio
- Work flexible hours, including nights, overnights, weekends, and holidays

TO APPLY:

This position offers a competitive salary and benefit package. Resumes must include salary requirements for consideration and may be sent to:

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