

Event Manager

Reports to: **Director of Guest Services**

Purpose: This position will work closely with the Director of Guest Services to execute the front of house and guest services for all events at The Grand.

Qualifications of the position: The most important quality in prospective candidates is the ability to be calm under pressure and to direct staff and guests in a level-headed manner in every situation. This person must be organized, detail-oriented with a demonstrated maturity in judgment and actions. The qualified candidate will be customer service oriented with excellent verbal and communication skills. CPR/First Aid Certification is preferred. Experience in safety and crowd control issues is a plus.

Requirements of the position: Part-time Hourly Position. Requires a varied schedule of daytime, evening and weekend work as required by the event schedule.

Responsibilities include but are not limited to:

- Staff Direction responsibilities
 - When requested, the Event Manager may oversee the front of house staff that includes setup crews, bartenders and support staff.
 - During public events, the Event Manager supervises the volunteer corps guaranteeing a positive patron experience while also safeguarding all individuals in the venue.
- Event responsibilities:
 - In the absence of the Director of Guest Services, the Event Manager may be requested to act as the primary front of house contact for events at The Grand.
 - Prior to each event, the Event Manager will review all event details with the Director of Guest Services to ensure the proper execution.
 - Prior to each theater event the Event Manager will conduct a meeting for the volunteers 1 ½ hours prior to the start of the performance to disseminate critical event information.
 - In the absence of the Director of Guest Services, the Event Manager is responsible for the distribution of cash bags to all bar locations 15 minutes prior to opening the doors to guests.
 - Relying on the event information in VenueOps, the Event Manager will unlock the building at the appropriate time.
 - If the visiting artist sells merchandise in the venue, the Event Manager will conduct the merchandise settlement at the conclusion of the event.
 - At the conclusion of a theater event the Event Manager, as the last person to leave the building, will ensure that all front of house doors are locked.
 - After each event the Event Manager will communicate the event outcomes in writing to the Director of Guest Services to ensure that any necessary procedural adjustments are addressed.
 - During school performances the Event Manager will work with Director of Education and Community Outreach to ensure safe, expedient seating and dismissal of students.
 - During wedding events, the Event Manager will assist the Event Coordinator as needed. Duties may include meeting vendors, setup, unlocking or locking of doors, bar support, etc.
- General duties
 - When requested, the Event Manager may assist setup crews in placing tables, chairs, signage linens and other items needed for event according to the event layout.
 - When on duty the Event Manager will meet vendors as necessary for event related deliveries.
- Other duties as assigned