

City of Rapid City

Job Description

Job Title	The Monument Event Services Manager		
Job Code:	CESM	Job Family:	
Pay Grade:	NU21	Date Revised:	2/11/2022
FLSA Status:	Exempt		

General Summary: This position is responsible for the day-to-day management of event services for The Monument.

Essential Duties and Responsibilities:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

- Maintains the master calendar of all events and related activities in the booking software.
- Receives and responds to a variety of inquiries regarding the use of the facility by phone, in-person, and email, as well as conducts tours of the facility. Meets with potential renters to determine needs and to explain facility capabilities and policies. Plans and organizes preparations for and physical arrangements of events, such as room setup, electrical, audio/visual, technical, catering and staffing, then passes information on to various departments.
- Prepares convention bid proposals for, and makes presentations to, regional, national, and international groups in order to sell major conventions into the Rapid City market.
- Acts as client liaison for building partners to coordinate meetings and schedule events.
- Prepares and follows up on event contracts and insurance forms.
- Participates in staff meetings to communicate event requirements to all departments and is responsible for completion of all tasks and arrangements. Ensures the event is set up correctly and is ready prior to client's arrival.
- Assists finance department with reviewing event invoices.
- Develops effective, detailed facility use policies.
- Formulates, recommends and implements long range goals and objectives for improvement and efficient facility utilization directly related to sales, marketing and event coordination.
- Participates in the development of the Event Services annual budget; forecast additional funds needed for staffing, training, equipment, supplies; monitor expenditures; implement adjustments as necessary.
- Develops and maintains personal contacts with other event facility managers for mutual advice and counsel.
- Maintains the proper image and generates positive public relations with artists, lessees, tenants, other City departments, staff and community.
- Rotates role of Manager on Duty with other senior staff members during major events.
- Supervises Event Coordinator and assists with guest services staff. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Performs other duties as required.

Qualifications:

Education and/or Experience:

Bachelor's degree and three years related experience in convention center or entertainment complex management.

Certificates, Licenses, Registrations:

Possess a valid South Dakota driver's license or ability to obtain within 30 days from date of hire.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually very loud.

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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; sit and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 10 pounds.