City of Rapid City
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>The Monument Guest Services Manager</th>
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<tbody>
<tr>
<td>Job Code:</td>
<td>CGSM</td>
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<td>Job Family:</td>
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<tr>
<td>Pay Grade:</td>
<td>NU19</td>
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<td>FLSA Status:</td>
<td>Exempt</td>
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<td>Date Revised:</td>
<td>5/7/2021</td>
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General Summary: This position is responsible for acting as the primary contact for special business partners including suite holders, corporate sponsors and club seating patrons of The Monument and oversees the coordination of events of client services.

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.

- Acts as primary contact for The Monument Event Partners, suite holders, corporate sponsors, and club seating patrons.
- Acts as client liaison to coordinate meetings with event planners and clients and negotiating contracts and scheduling events.
- Oversees the organization and coordinating of site tours of the facilities with clients, which may also include responding to written and telephone requests for booking availability and room rates to clients.
- Conducts presentations, distributing marketing packages and monitoring event-related planning activities.
- Participates in the long-range efforts to increase economic development in the community and generate revenue for The Monument.
- Prepares and distributes related reports.
- Ensures seat location of tickets, corresponds with the terms of the seat holder’s contract, and that any additional tickets issued outside of the contract terms are authorized by The Monument Assistant General Manager or The Monument General Manager.
- Develops and maintains professional relationships with the area and industry hospitality partners and clients.
- Promotes a positive image for The Monument with all local, state and national media organizations and promoters.
- Serves in rotation with other designated staff members as Manager on Duty for major events.
- Carries out supervisory responsibilities in accordance with the organization’s policies and applicable laws.

Qualifications:

Education and/or Experience:

Bachelor’s degree in business administration, sales, marketing or related field and three years’ experience in facility management, event coordination or related field preferred; or Associate’s degree in business
administration, sales, marketing, or related field and five years’ experience in facility management, event coordination or related field; or High school diploma or general education degree (GED) and seven years’ experience in facility management, event coordination or related field.

Certificates, Licenses, Registrations:

Must 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 talk or hear. The employee is frequently required to stand; walk; sit and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.