Job Opening

Job Title: Event Manager
Department: Event Services
Reports To: Director of Event Services
FLSA Status: Hourly Part-Time
Prepared Date: December 21, 2021

SUMMARY:
Serving as the primary contact between the Center and our clients, the Event Manager manages and coordinates the client’s relationship with the Center under the general supervision of the Director of Event Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Meets with client as necessary to determine his needs and to assist with fitting the event into the center.

Maintains Center’s reputation for service and minimizes risks and liability by gaining a thorough understanding of the client’s needs and interpreting Center policies and procedures, fire and life safety rules and regulations for the client.

Serves as “consultant” to client, providing expertise and guidance with planning and scheduling the event in the building.

Functions as liaison between clients and Center staff including catering.

For larger events, especially those utilizing both Center and hotel, coordinates with hotel staff, generally through Convention Services person, as needed to maintain as nearly seamless an interface as possible.

Plans, coordinates and communicates with other departments to assure that services provided by those departments are available when and where needed by the client.

Prepares floor plans, room layouts when needed and incorporates them into an Event Plan which is issued in a timely manner of ten days or more, prior to the event.

Monitors and approves all event billing activities, assuring that client is billed for supplies and services used.

Plans, organizes and maintains a productive work schedule in order to be available to client at reasonable times prior to event, to prepare the Event Plan on a timely basis and in a professional manner, and to be available to the client during the event.

When event schedules require long hours, works with Director of Event Services to obtain relief coverage at appropriate times.
Handles customer problems that arise.

Has authority to exercise a considerable range of judgement to resolve such problems while maintaining the facility’s physical plant, a safe environment and the Center’s business interests.

SUPERVISORY RESPONSIBILITIES:
Assures that Event Services Secretary follows up with each client to obtain signed contract, insurance, deposit and final payment. During event, maintains functional supervision over custodial, maintenance and technical staff in the absence of their direct supervision to meet client needs. Carries out supervisory responsibilities in accordance with the organization’s policies and applicable laws.

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.

EDUCATION and/or EXPERIENCE:
Five years experience as an event Coordinator/Manager in this or another Center or in a hotel handling events of comparable complexity. A Bachelor’s degree (B.A.) from four-year college or university is preferred.

LANGUAGE SKILLS:
Ability to read, analyze, and interpret documents such as event specifications and/or previous event schedules obtained from a diverse assortment of clients. Ability to effectively present information and suggestions to clients to better meet their needs and/or to avoid damage or liability for the Center. Ability to respond to common inquiries or complaints from customers. Ability to effectively communicate with management, department heads and the hotel verbally, or in writing and with drawings.

MATHEMATICAL SKILLS:
Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

REASONING ABILITY:
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to exercise good judgement and common sense in dealing with such situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSE, REGISTRATIONS:
Valid California Drivers License

OTHER SKILLS AND ABILITIES:
Requires a genuine interest in serving others, a service attitude. Ability to interact with clients, other facility staff and contractors in a courteous, cooperative, team oriented and professional manner.

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 stand, walk, and talk or hear. Requires willingness and ability to work long hours and unusual schedules, including weekends and holidays according to customer needs. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**
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.

While performing the duties of this job, the employee occasionally works near moving mechanical parts. The noise level in the work environment is usually moderate.

Santa Clara Convention Center (the “SCCC”) is an Equal Opportunity Employer. The SCCC is firmly committed to providing equal opportunity in all of our employment practices, including selection, hiring, promotion, transfer, and compensation, to all qualified applicants and employees without regard to race, religion, color, sex, sexual orientation, national origin, ancestry, citizenship status, uniform service member status, marital status, pregnancy, age, medical condition (cancer related or HIV/AIDS related), handicap, disability or any other protected status in accordance with the requirements of all federal, state and local laws.

We are committed to ensuring all of our buildings and office locations are the safest in the world for artists, teams, employees, and fans. Thus, Spectra requires Covid-19 vaccinations of all employees, sub-contractors, and vendors.

___________________________________  ______________________________________
Signature  Printed Name

_________________________________
Date

If you are interested in applying for this job opportunity, please submit your resume and cover letter for consideration to Janis Wilson at Janis.Wilson@Spectraxp.com with the Subject Title “SCCC Event Manager Application”.