

HSEA Events and Guest Services Manager



General Summary of Classification:

Serves as an event and guest services manager and primary liaison for all stakeholders engaged in Henrico Sports and Entertainment Authority's (HSEA) managed events; coordinates and oversees all aspects of the planning and execution of various types of HSEA managed and co-promoted events, including ancillary events, to ensure each event's success and each person who visits the venue has the highest quality experience; performs related duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Manages and coordinates events' venues and logistics with event sponsors and promoters from concept to completion, including all aspects of events' venue selection and booking, event and guest services advance planning stages, contracting services and vendors, communicating event protocols and logistics with promoters and vendors, coordinating County agencies' support and services, coordinating and training staff and volunteers, and post-event breakdown/cleanup, includes preparing an array of related budgets, schedules, contracts, documentation, reports, post-event surveys and analysis, and providing post-event feedback/recommendations to HSEA for ongoing strategic planning and improvement purposes;
- Procures or contracts with identified resources as needed according to current procurement and fiscal guidelines;
- Recognizes, investigates and resolves issues and complaints related to guest services, event participants and visitors, in a professional manner to ensure the safety and satisfaction of event participants, vendors and attendees;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Consistently excellent organizational skills, time management skills and meticulous attention to detail; ability to successfully handle multiple types of projects and multitask effectively to coordinate and manage the selection and booking of venues, and to plan and manage a diverse array of site and event-related logistics before, during and after various types of events; ability to manage various types of County-based events within established budgets and protocols; sound working knowledge of various types of event-related set-ups and equipment; sound working knowledge of County and community resources and contacts; sound working knowledge of contracts and contract management; sound working knowledge of crowd control, safety and emergency management protocols and resources.
- **Technical:** Sound computer skills with the ability to use job-related equipment, software, apps, wireless technologies and peripherals for communications, to complete assigned tasks, and to prepare accurate detailed files, records, and reports.
- **Interpersonal, Communication and Customer Service:** Develops and maintains sound working relationships with a diverse array of venue and event related partners and stakeholders, as well as a diverse array of County and community leaders and stakeholders; communicates and interacts professionally; maintains open lines of communications with all venue, event and community stakeholders; correctly anticipates, responds to and resolves identified needs, concerns and issues.
- **Decision-making and Authority:** Consistently demonstrates excellent troubleshooting, critical thinking and problem-solving skills; makes sound appropriate decisions, including quickly and under pressure; collaborates with a diverse array of venue and event stakeholders with competing priorities/concerns to achieve effective resolutions and outcomes.
- **Leadership:** Serves as primary point of contact for event sponsors, participants, vendors, etc. before, during and post event.
- **Environment:** Works in a wide array of indoor and outdoor venues suitable to assigned events; location and event conditions may include adverse temperatures and weather conditions and other challenges such as stairs, slippery conditions, maneuvering and performing duties in tight spaces, performing assigned duties in noisy and/or crowded conditions.
- **Physical:** Visual and hearing acuity sufficient to recognize and mitigate safety hazards for self and others, to interact effectively with all venue and event related stakeholders and the public, train and direct event staffing, and to safely direct and assist with a variety of assigned duties. Physical ability sufficient to safely lift 30 or more pounds safely with and without assistance; safely perform physically demanding duties such as loading and unloading supplies, setting up, organizing, handling and removing booths and other event related equipment as needed, standing or sitting for hours without a break, and safely performing a wide array of hands-on, direct service and support duties as needed.

Minimum Education and Experience:

Education: Relevant four (4) year degree with coursework in event planning, sports management or venue operations;

Experience: Four (4) years of relevant experience managing public events including managing guest services;

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.):

- Valid driver's license to perform assigned duties at various locations.
- May be required to travel, work a flexible schedule which will include days, nights, weekends & may include some holidays.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.