



## MONTEGO BAY CONVENTION CENTRE

### Job Description and Specification

JOB TITLE: Events Manager

PRESENT GRADE:

POST #:

REPORTS TO Director of Marketing, Sales & Events

MANAGES:

**THIS DOCUMENT IS VALIDATED AS AN ACCURATE AND TRUE DESCRIPTION OF THE JOB AS SIGNIFIED BELOW**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager/Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Head of Department/Division

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date received in Human Resource Division

\_\_\_\_\_  
Date created/revised

## **JOB PURPOSE**

Under the direction of the Director of Marketing, Sales & Events, the Events Manager provides professional client services support in the planning, organization and management of events within the facility, and monitoring the logistics of these events and all event coordination tasks after events are booked through to the conclusion.

## **KEY OUTPUTS**

- All operational aspects related to events directed and supervised;
- Facility rules, regulations, policies and procedures and safety requirements followed;
- Contract provisions, policies and procedures explained to clients;
- Cost estimates prepared;
- Detailed event requirements provided to operational departments;
- Event set ups scheduled and monitored;
- Client request, concerns and problems handled

## **KEY RESPONSIBILITIES**

- Directs, supervises and schedules all aspects of facility operations related to events
- Meets with client groups to plan and organize assigned meetings and/or events
- Coordinates the event operations activities with other building departments and show-related contractors
- Abide by facility rules, regulation policies and procedures and safety requirements
- Anticipate problems and appropriate solutions
- Coordinates activities with the various service contractors for assigned meetings and/or events
- Guides clients in preparation of events by interpreting and explaining contract provisions, policies and procedures
- Keeps clients informed as to status of deadline schedules, including but not limited to floor plan submissions, meeting room set-up specifications, insurance requirements and other relevant details
- Prepares cost estimates and monitors final billing
- Provides clear, concise and timely communication of detailed requirements to operational departments
- Assists in scheduling operational set-ups to provide equipment or service needs. Monitors and supervises facility set-up when necessary
- Assures facility readiness by comparing event requirement sheets to physical set-up
- Inspects completed work for conformance to standards
- Submits maintenance request orders for repairs and damages
- Requisitions tools, equipment and supplies
- Keeps equipment in good working order while following safety procedures
- Assigns job duties based on event function sheets and inspects completion of assigned duties

- Attend weekly event service meetings and monthly safety meetings
- Monitor employee compliance of facility rules, regulation policies and procedures, and safety requirements
- Monitors in-house events maintaining close contact with clients and facility staff to ensure successful events
- Follows up on all client requests, concerns and problems
- Assist in training events services staff
- Serves as primary liaison between clients and facility departments

### **REQUIRED COMPETENCIES**

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.

- Excellent communication, organizational and interpersonal skills required
- Ability to effectively supervise staff
- Ability to prioritize multiple projects
- High aptitude for figures and advanced writing skills
- Ability to demonstrate problem-solving and communication skills
- Professional presentation, appearance, and work ethic

### **PERFORMANCE INDICATORS**

- Level of satisfaction with the quality of advice and timeliness of attention given to matters;
- Compliance with established policies and procedures;
- The extent to which assigned duties are carried out in accordance with established format and time frame;
- Safety precautions, rules, regulations, risk management and emergency procedures adhered to;
- Performance standards are specific, measurable, realistic and time bound.

### **QUALIFICATION AND EXPERIENCE**

- Bachelor's degree (B.A.) from a four-year College or University
- 1 to 2 years related experience and/or training
- Or equivalent combination of education and experience
- Working knowledge of the principles of facility management, services and equipment

### **SPECIAL CONDITIONS ASSOCIATED WITH JOB**

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.

- Long hours of work and work on week-ends, as necessary
- Indoor and outdoor working conditions
- Physical ability to move around the facility
- Stand or sit for long hours during events
- Ability to frequently lift and/or move up to 50 pounds
- Minimal stooping and lifting

**AUTHORITIES OF THE JOB**

- Directly supervises the Event Services staff