



JOB DESCRIPTION

TITLE: Event Manager

Department:	Event Management
FLSA Status:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
Reports To:	Senior Event Manager
Supervises:	N/A

SUMMARY

The Event Manager will function as a key member of an established and growing nonprofit organization dedicated to serving government and civic organizations with educational events and program coordination.

The ideal candidate is civic-minded, has an entrepreneurial and innovative spirit, is curious and tenacious and thrives in a fast-paced environment. S/he can effectively manage several, simultaneous multi-faceted priorities, while at the same time demonstrates excellent customer service and communication skills. This challenging and rewarding role requires a mix of big picture-thinking and detailed project planning, strong interpersonal and collaborative skills as well as the ability to work independently. All responsibilities are organized around the goal of helping our clients and participants gain the knowledge, skills and connections they need to make positive change for themselves and the communities they serve.

PRIMARY RESPONSIBILITIES

Work with internal and external clients to identify, assemble, and organize event requirements and resources. Develop and manage event budget and comprehensive project plans. Execute activities within the scope of the plan and budget.

1. Event Design, Planning & Project Management:

- Serve as primary point of contact with clients and/or planning committees for assigned events
- Conduct comprehensive pre-planning development actions to determine event objectives, understand the history/culture of the event, gather event requirements, and analyze client, attendee and other stakeholder feedback and strategies.
- Lead or support planning meetings with multiple planning committees.
- Collaborate with clients and/or event planning committees to help identify event inclusions including but not limited to program theme, event format and venue, program content, speakers, program marketing/communication, registration, audio visual and production and travel logistics.
- Proactively escalate potential client or project issues for timely resolution.
- Determine and onboard required project personnel (internal staff, external service providers, client and/or volunteers).
- Organize and coordinate communications/meetings with clients, committees, speakers/presenters, volunteers, stakeholders, venues, and vendors.

- Develop a comprehensive project plan and provide overall project management for the event lifecycle including project timelines
- Provide coordination for the internal project team, working closely and collaboratively with all assigned team members to ensure project activities are implemented and tracked according to the project plan, effectively troubleshooting issues as needed
- Develop and maintain assigned event budgets to meet defined revenue and expense goals
- Confirm, collect and gain oversight approvals for budget implementation as needed.

2. Event Management & Execution:

- Define all logistics parameters/requirements, research and secure appropriate meeting space and accommodations,
- Negotiate favorable pricing, terms and conditions for supplier services and secure third party suppliers and vendors to support events
- Manage the relationship with all contracted vendors for assigned events;
- Review and confirm all phases within the event process meet compliance standards including ADA requirements.
- Create and/or request event reports as needed
- Organize and manage content and speakers, negotiating and issuing speaker contracts as required, gathering and fulfilling all speaker information and travel logistic requirements. Plan, negotiate and oversee all event work orders, including food/beverage, room arrangements, A/V and production, transportation, shipping, etc.;
- Determine needs for directional signage and coordinate the development and placement
- Develop and oversee detailed “day of show” timeline and assignments, and ensure all onsite staff and volunteers receive orientation to information
- Arrange and conduct pre-event meeting with hotel/venue staff, GTS staff and clients/planning committee members
- Provide onsite oversight and troubleshooting of all room sets, décor, audio-visual, food and beverage;
- Coordinate the scheduling and management of all assigned GTS onsite staff and volunteers, working as a team to run the operation of the event including all activities.

3. Analysis and Reporting:

- Design evaluation tools and processes to determine the effectiveness and success of the event.
- Conduct or participate in internal and external project team reviews to identify, discuss and document project successes and opportunities for continuous improvement.
- Be a fully engaged member of the GTS Educational Team including sharing lessons learned, best practices, tools and resources.
- Disseminate, compile, analyze and report on results from event evaluation tools.
- Support accounting staff in creating a final financial audit and report of assigned events.
- Create final reports of assigned events to include a summary of event data (attendee, financial, etc.), lessons learned and recommendations for continuous improvement.

OTHER RESPONSIBILITIES

- Stay abreast of developments in topic areas related to assigned programs through research and ongoing professional development.
- Establish and/or maintain supplier relations including venue key stakeholders.

- Assist with business development by looking for and bringing forward ideas for increasing revenues from current programs, or meeting with potential clients when requested.
- Represent GTS Educational Events at marketing/outreach events and presentations.
- Contribute to content and social media marketing campaigns as requested by providing expertise and relevant information.

JOB SPECIFICATIONS

Desired Education and Experience

- A four year degree is preferred or a combination of post-secondary education and relevant event planning or hospitality industry work experience to total four years.
- Minimum two years' experience managing complex events, projects and/or teams.
- Minimum two years' experience successfully using various event management technologies for organizing, communicating and delivering events, i.e. online project management tools, surveys, registration systems, event mobile apps, social media and digital technologies.

Knowledge, Skills and Abilities

Knowledge of:

- Principles and processes involved in planning, coordination, collaboration and execution of educational event programming.
- Event financial management practices & processes (budget development, implementation & reporting).
- Preferred knowledge of local and state government, civic/community organizations, nonprofits and higher education.

Ability to:

- Stay calm under pressure and successfully manage multiple projects and time-sensitive demands. Think critically, innovate and learn new systems and tools quickly.
- Anticipate project needs, discern work priorities and meet deadlines with little supervision, and be willing to work occasional evenings and weekends.
- Assess training/continuing education needs and develop solutions to meet those needs.
- Communicate with, and present ideas effectively to other staff, clients, participants, etc.
- Prepare for and lead planning committee meetings with multiple stakeholders and diverse groups.
- Be resourceful – obtain and learn information needed to do the job from all relevant sources.
- Be flexible and manage change.
- Establish a broad resource network and maintain effective and cooperative working relationships.
- Develop and implement ideas and programs — conduct or carry out procedures and activities to improve programs or products.
- Think and act like an entrepreneur.

Skills:

- Proficiency in Microsoft Office Suite (Word, Excel, Outlook)
- Meeting facilitation
- Superior written and verbal communication
- Excellent time management and organization
- Critical thinking and creative problem-solving

- Customer service

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

Incumbent must be able to:

- Be indoors, sitting at a desk for the majority of the day.
- Travel to and from event sites (primarily local, some outstate and some outside of the state); must have driver's license and access to a car.
- Work some nights, weekends and early mornings as needed.
- Must be able to pack, lift, and transport program equipment and materials to and from programs.
- Must be able to set-up rooms for meetings if necessary – move some tables and chairs, set-up equipment.
- Must be able to lift up to 10 pounds on a regular basis; up to 30 pounds occasionally.

TOOLS AND EQUIPMENT USED

Incumbent must be able to:

- Operate standard office equipment (phones, personal computer, copier, printer, etc.)
- Use personal smart phone for remote connectivity (email, phone, voicemail)

WORK ENVIRONMENT

- Small, fast-paced office environment in St. Paul, Minnesota

COMPENSATION

Competitive salary and benefits packaged offered, including generous paid time off, retirement contribution, Health Reimbursement Account and employee gain sharing program. Salary dependent on qualifications.

HOW TO APPLY

Send cover letter with salary expectations and resume to gts@mngts.org. Cover letter should highlight alignment between applicant's experience, skills and attributes and the job description.

This job description does not necessarily list all the functions or accountabilities of the job. Employees may be asked by management to perform additional duties and tasks and employees are expected to continually assess where their assistance would benefit their coworkers and the organization and step in to fill those gaps. Management reserves the right to revise and update job descriptions at any time.