



North Tahoe Event Center Manager

DEFINITION:

Solicits business and coordinates rentals for the North Tahoe Event Center and the sale of related services for District venues; acts as the responsible District representative for assigned venues and applicable software programs; attends internal and external events as the District's sales representative and provides supervision of facility staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from management personnel. Exercises direct supervision over maintenance, technical and administrative support staff.

CLASS CHARACTERISTICS:

This is a full supervisory-level classification responsible for exercising independent judgment, on diverse and specialized maintenance operations within the North Tahoe Event Center. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for providing technical level support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides excellent customer service to internal and external customers and clients.
- Implements and manages comprehensive sales plans to meet annual usage and budget goals for the North Tahoe Event Center; including preparation of a variety of activity and operational reports.
- Continually reviews competitive markets to identify opportunities for marketing the District's rental facilities and linked cross-marketing opportunities; such as the Tahoe Vista Recreation Area, North Tahoe Regional Park and District Concessionaires.
- Answers customer inquiries, providing facility tours and information on facilities and related services, specific facility policies, contractual requirements, settlements procedures and cost estimates.
- Schedules rental space and works closely with vendors to identify an available date. Finalizes event details with customers including facility needs and sends contract for acceptance and agreement of payment terms. Confirms receipt of deposits and secures necessary payment arrangements; assists with Accounts Receivable as needed.
- Ensures accurate and timely distribution of the Facility Reservation report, including revisions to event information and provides last minute changes to staff, Recreation and Parks Department, Caterer and other outside vendors to ensure effective and efficient operations are in place to meet guest service standards.

- Ensures the customer files are closed within a defined period of time of the group's departure; securing payment details and final payment prior to the function. Maintains information for all District group functions.
- Ensures adequate coverage for events held at designated District facilities; coordinates room and technical set-up and provides assistance and information to outside staff and organizations regarding facility use and capabilities.
- Evaluates employee performance; trains staff in work procedures; counsels employees and effectively recommends initial disciplinary action; assists in selection and promotion.
- Responsible for the ownership and overview of the North Tahoe Event Center and reservation software used at the North Tahoe Event Center.
- Works with assigned sales and marketing staff, monitors and responds to social media (Facebook, Twitter, LinkedIn, blogs) to create and maintain content on the web for the North Tahoe Event Center and affiliated conference and wedding facilities; posts photos, videos and other engaging content.
- Participates in the annual budget preparation process and sales goals for areas of assigned responsibility; including creation of sales/marketing strategies to drive business.
- Generates room and facility rates, incorporating seasonal and resident discounts, in cooperation with any applicable oversight committee.
- Inputs and/or monitors employee time & pay records using District automated system. Ensures records are accurate each pay period.
- Coordinates and assists local government agencies in the scheduling of public meetings; including staging elections, hosting regional court sessions, and hosting state, regional and local governmental meetings.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the operations department; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned maintenance operations.
- Answers questions and provides information to the public; investigates inquiries, concerns, and complaints; recommends corrective actions to resolve issues.
- Supervises and monitors the work of service contractors to ensure compliance with contract requirements.
- Ensures work of facility staff is performed in a safe and efficient manner.
- Maintains records and prepares reports.
- Responds to emergency situations as necessary.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Any combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:

EDUCATION AND EXPERIENCE:

Associates degree (AA) or Certificate in related Business, Conference or Event Management from a two-year college or university and four years related hospitality sales and marketing experience, including two years coordinating and scheduling events in a service related industry, with one year in a supervisory or lead position; or equivalent combination of education and experience. Hands-on experience utilizing social media applications. Knowledge of the Lake Tahoe area helpful.

KNOWLEDGE OF:

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

- Social media outlets such as Facebook, Instagram, Twitter; website maintenance.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and practices of budget development and monitoring; working knowledge of accounting principles.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- High-level computer proficiency for word processing, spreadsheet and social media applications.
- District and mandated safety rules, regulations, and protocols.
- Record-keeping principles and procedures.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- Applicable federal, state, and local laws, codes, and processes relevant to assigned areas of responsibility.

ABILITY TO:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Learn and accurately use District computerized facility rental/scheduling programs; interpret diagrams.
- Identify problems, research and analyze relevant information, develop and present recommendations, and justification for solution.
- Read, analyze and interpret business periodicals, technical procedures or governmental regulations, prepare clear and concise reports, business correspondence and procedure manuals; effectively present information in one-on-one and small group situations to customers and employees of the organization.
- Use cell phone for social media postings.
- Create Business pages in Facebook; work effectively with third party vendors to create custom wall tabs, contests and promotions within the Facebook environment; video editing; manage Twitter and third-party Twitter applications and growing audiences. Capable of creating blog content optimized for search engine optimization (SEO).
- Make accurate arithmetic calculations such as discounts, interest, commissions, proportions, percentages.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Work weekends and holidays; respond to after-hours emergency when necessary.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted during work.

LICENSES AND CERTIFICATIONS:

- Must possess a valid driver's license with an acceptable driving record according to the District at the time of appointment and throughout employment.
- Ability to pass Alcohol Awareness Training and receive Alcohol Awareness card within 30 days of date of hire and maintain throughout employment.

TOOLS AND EQUIPMENT USED:

Personal computers, word processing, and other office support systems; communication tools including: telephones, cell phones; Audio Visual tools including laptops, projectors, monitors, mics and screens.

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 in compliance with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office setting. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking throughout the building and event areas indoors and outside may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. The employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds and occasionally move up to 50 pounds.

ENVIRONMENTAL CONDITIONS:

Employees work mainly in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees occasionally work around moving mechanical parts and risk of electrical shock and are occasionally exposed to fumes or airborne particles, toxic, or caustic chemicals. The noise level in the work standard environment is usually quiet to moderate.