



FAYETTEVILLE
TOWN CENTER

Employer: Fayetteville Advertising & Promotion Commission
Unit: Fayetteville Town Center
Position Title: Event Services Manager
Classification: Full time, hourly, non-exempt
Reports to: Director of Event Services

Job Summary

The Event Services Manager must provide outstanding customer service, be an enthusiastic professional, and build relationships with internal and external customers. Ability to anticipate needs of the clients. This position is responsible for coordinating and on site management of events based on the needs and requirements of the client.

Essential Duties and Responsibilities

- Evening and weekends required. Weekly schedule may adjust accordingly.
- First line phone duties. Must be prepared to answer initial event questions
- Gather detailed information on each event when meeting with clients.
- Prepare room schematic for each event, based on client's needs.
- Re-cap with clients all on site polices concerning security, trash removal and serving alcohol the day of event.
- Serve as day of on site liaison with vendors such as caterers, DJ's, bands, etc.
- Pre and post event inventory audio visual equipment and ensure all equipment is in good working condition.
- Meet with clients to review event schedule.
- Maintain equipment list for future events and ensure all equipment is on hand and in good working condition.
- Oversee room set up to ensure room reflects schematic.
- Manage everything on the day of the event to ensure event runs smoothly.
- Compile and distribute 2 Week BEO packet, calendar and service orders to be distributed each week
- Handle client queries on the day of event and troubleshoot exhibitor and visitor issues.
- Oversee the dismantling and removal of the event and clearing the venue efficiently.
- Supervise part time staff during events.
 - Approve room set up to ensure room reflects plan
- Other duties as assigned by management.

Physical Demands

The physical demands described here represent those that an employee must meet to successfully perform the essential functions of this job. While performing this job's duties, the employee must frequently stand for long periods, walk, talk, and hear. Occasionally sit; use hand to handle objects and reach with hands and arms. Specific vision abilities required by this job include close and color vision. The employee is frequently required to lift more than 50 pounds.

Job Specifications

Education: Degree in Hospitality, or related field preferred.

Experience: Minimum of (1) year experience with coordination of events, working with clients, and managing employees and/or volunteers.

Skills: All applicants must have excellent time management and organizational skills with the ability to prioritize and multi-task, ability to deal with all levels of personnel courteously and efficiently, and exercise discretion on confidential matters. Applicants must also establish and maintain effective working relationships with those contacted in the course of work and be a self-starter. Applicants must be enthusiastic, self-motivated and outgoing, and have good communication skills. Applicants must have a positive and adaptable approach to problem-solving, the ability to work as part of a team, and possess an eye for detail.

Job Context: indoor/outdoor.