



**Employer: Fayetteville Advertising & Promotion Commission**  
**Unit: Fayetteville Town Center**  
**Position Title: Event Services Manager**  
**Classification: Full time, Salary**  
**Reports to: Director of Event Services**  
**Posting Date: January 23, 2019**

**Qualified Applicants should submit a resume and cover letter to Monica Jannati, Director of Event Services at [mjannati@twncenter.com](mailto:mjannati@twncenter.com)**

### **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. Willing to work evenings and weekends. This position is responsible for coordinating and managing events based on the needs and requirements of the client.

### **Essential Duties and Responsibilities**

- Gather detailed information on each event when meeting with clients.
- Prepare room schematic for each event, based on client's needs.
- Act as a liaison between planner/client and the CVB to help promote event and assist with any other needs.
- Explain to clients policies concerning security, trash removal and serving alcohol.
- Serve as liaison with vendors such as caterers, DJ's, bands, etc.
- Inventory audio visual equipment and ensure all equipment is in good working condition.
- Meet with clients to review event schedule.
- Maintain equipment list for each event 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 all runs smoothly.
- 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.
- Other duties as assigned by management.

### **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. While performing the duties of this job, 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 occasionally required to lift more than 50 pounds.

### **Job Specifications**

**Education:** Degree in Hospitality, Marketing, Communications or related field preferred.

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

**Skills:** Must possess exceptional organizations skills with ability to prioritize and multi-task; ability to deal with all levels of personnel in a courteous and efficient manner and exercise discretion on confidential matters; establish and maintain effective working relationships with those contacted in the course of work and be a self-starter.

Have excellent time management and organizational skills. Be enthusiastic, self-motivated and outgoing. Ability to establish productive relationships with people at all levels. Have good communication skills. Have a positive and adaptable approach to problem solving. Ability to work as part of a team. Possess an eye for detail.

**Job Context:** indoor/outdoor.

**Salary:** \$30,000-\$35,000 commensurate on experience