



Event Manager Job Description

DEPARTMENT: Event Services
JOB TITLE: Event Manager
REPORTS TO: Director of Sales & Events
FLSA: Full-Time Salary, Exempt

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POSITION SUMMARY

Under general supervision, coordinates and provides professional client services support in the planning, organization, and supervision of events within the Hampton Roads Convention Center. Acts as a liaison between the facility and clients, ensuring all client requirements and facility policies are adhered to.

MAJOR RESPONSIBILITIES

- ◆ Conducts pre-event meetings with clients and vendors. Advises clients of set-up options, services, and additional expenses relating to their event.
- ◆ Coordinates and provides clear, concise, and timely communication of event requirements to HRCC staff by preparing detailed work orders, floor plans, and event staffing requirements, schedules, and general instructions using industry specific software.
- ◆ Maintains accurate and up-to-date information on each event, keeping the Senior Event Manager and the HRCC staff current on additions or changes.
- ◆ Prepares event cost estimates, and monitors final billing.
- ◆ Monitors in-house set-up, acting as a liaison between clients and HRCC staff in order to ensure successful events and that the facilities, equipment, physical set-up and labor provided meet the requirements of contractual agreements within the constraints of safety, health, and fire code standards.
- ◆ Coordinates activities with the various service contractors for assigned events.
- ◆ Attends appropriate planning, organization, and other event and facility related meetings.
- ◆ Oversees events, maintaining close contact with clients, responding to and following up on client requests, concerns, and problems.
- ◆ Responds to common inquiries or complaints from customers on-site.
- ◆ Rotates with other facility personnel to function as Manager on Duty.
- ◆ Works independently, exercising judgment and initiative, while remaining flexible to adjust to situations as they occur.

- ◆ Creates and distributes post event synopses to appropriate HRCC staff.
- ◆ Maintains effective working relationships with employees, clients, exhibitors, customers, and other encountered in the course of employment.
- ◆ Works extended and/or irregular hours including nights, weekends and holidays as determined by event needs.

KNOWLEDGE, SKILLS & ABILITIES

- ◆ A Bachelor's Degree from an accredited four (4) year college or university.
- ◆ One (1) to two (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 for a similar facility.
- ◆ Excellent organizational, planning and interpersonal skills.
- ◆ Good written and verbal skills.
- ◆ Ability to prioritize multiple projects.
- ◆ Demonstrate problem-solving and communication skills.
- ◆ Supervisory experience preferred.
- ◆ Professional presentation, appearance and work ethic.
- ◆ Ability to work under limited supervision and to interact with all levels of staff including management.
- ◆ Ability to work long and irregular hours that may vary due to functions and may include day, evening, weekends and holidays.

To Apply: <https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite>

ASM Global/The Hampton Roads Convention Center is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VERRA Federal Contractor.

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