

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: SPECIAL EVENTS MANAGER	Team: Special Events
Reports to: Sr. Manager of Innovation	Status: Full-Time, Exempt

Summary

Under the direction of the Senior Manager of Innovation, the Special Events Manager is responsible for the planning, staffing, operation, and execution of Special Event initiatives for See Rock City, Inc across multiple locations.

Responsibilities

- Leads the Special Events team in accordance with Culture of Excellence and operational goals, including management of full-time, seasonal, and contract partners.
- Ensures excellent guest service in all aspects, both internally and externally.
- Models appropriate guest and partner interaction at all times, displaying the values of the Culture of Excellence and leading in a manner that serves as an organizational model for the values.
- Leads the Special Events team to achieve organizational goals, including performance management, coaching and counseling, when appropriate.
- Works with Marketing and Public Relations teams and may represent the organization in media or public appearances to promote Special Events.
- Manages the planning, enhancing and implementation of special events at Rock City Gardens as well as across all organization locations/brands.
- Innovates and researches new opportunities for successful delivery of the organization's Special Events goals.
- Oversees the administration and operation of Rock City Talent, including audition and selection of contract and temporary creative talent for events, working in conjunction with the HR and other teams.
- Work closely and cohesively with other teams in the planning and implementation of Special Event objectives.
- Participates fully in the cross-functional Creative Planning Team.
- Ensures the planning and execution of Rock City special events throughout the gardens for varying durations, including those days for which our dynamic pricing model is implemented.
- Coordinates and executes the decoration and setup of seasonal decorations in support of affected special event initiatives.
- Manages projects and events to budgets and schedules, including working with vendors, reviewing/approving invoices, and managing both direct and indirect costs. Manages payroll to budget.
- Creates and submits team schedules on a weekly basis.
- Performs regular Manager-on-Duty (MOD) shifts.
- Adheres to organizational processes and procedures, ensuring these are consistently followed at all times.
- Performs other duties as assigned by management.

Qualifications

- Possess an outgoing, friendly personality and the desire to provide quality service.
- Ability to convey a conservative and professional image to guests.
- Previous related professional or community theater experience, including production and coordination of performances.
- Ability to lead a large team of people effectively.
- Ability to effectively present information and respond to questions from a group of managers, guests or the general public. Ability to read & analyze business correspondence. Ability to develop and write reports
- Possess sound computer skills, including experience with Microsoft Office Suite (including Outlook, Word, Excel), and understanding of social media usage.
- Bachelor's Degree (B.A.); or three to five years related experience; or equivalent combination of both.
- Ability to add, subtract, multiple and divide. Ability to perform these operations using units of American money.
- Proven track record of organization.
- Ability to work well in a team environment.

- Must be able to work nights, weekends, & holidays as needed.
- Ability to stand, walk, stoop, kneel and crouch.