



CORE ENTERTAINMENT
10 MacNab Street South, Hamilton,
Ontario, Canada
L8P 4Y3

FIRSTONTARIO CENTRE
FIRSTONTARIO CONCERT HALL
THE STUDIO

Entity: Spectra Venue Management; CORE Entertainment
Title: Event Manager
Reports to: Director of Events
Type: Full-Time; Salaried

Overview

The **Event Manager** will act as a liaison between the venue, its staff, contractors, and clients to ensure all details required for the successful preparation, execution, reporting and overall management of an event are in compliance within the terms of the contract, guidelines, and policies. Additionally, the Event Manager is responsible for managing departmental activities pertaining to IATSE Staff, Event Staff, Event Security, Police, and Medical staffing. The Event Manager is accountable for providing a safe and enjoyable environment for clients, guests, and staff.

Qualifications:

- Minimum of three (3) years of increasingly responsible experience in event management/coordination in a convention center, sports facility, performing arts facility or other multi-purpose public assembly facility
- Self-motivated with excellent interpersonal and communications skills
- Demonstrates the ability to function and make managerial decisions in a fast-paced high-pressure environment
- Ability to work independently and as part of a team
- Experience in contract negotiation, production, and settlement across a variety of genres
- Demonstrated knowledge of all aspects of events, event budget preparation and maintenance, and personnel management
- Demonstrated familiarity with union contracts
- Knowledge of crowd management and crowd control techniques
- Knowledge of principles of supervision, scheduling, and training employees
- Knowledge of supervisory skills including how to motivate, support and involve employees in accomplishing goals and objectives
- Detail oriented and organized working style with effective time management skills
- Ability and willingness to work a flexible schedule including nights, weekends, and holidays
- Demonstrated proficiency in Microsoft Office applications, including word processing, spreadsheets, and PowerPoint
- Demonstrated proficiency in AutoCAD or an equivalent design program
- Possession of, or ability to obtain, a valid drivers' license

Education:

- Bachelor's Degree (or equivalent experience) preferably with a focus on Business Administration, Marketing, Sports Management, or Event Management

Job Duties and Responsibilities:

- Act as venue liaison with all parties involved in event

- Advance event information with event representatives in a timely manner, including the creation and communication of cost estimates
- Communicate all event related information to appropriate departments and staff as well as prepare and finalize event data sheets, any and all event reporting
- Manage event-staffing levels including ushers, ticket takers, security, emergency medical personnel, and IATSE Stagehands
- Gather accurate event seating/configuration information with the Box Office Manager; liaise with clients to determine final scaling and configurations for events
- Oversee all production, set-up, events staff, security staff, police, stagehands, event operations, parking and outside agencies, Housekeeping and housekeeping contractors, First Aid Contractors during events
- Manage event settlements with promoter and other venue departments
- Create and manage IATSE Stagehand labour estimates as per client requirements and House contract
- Liaise with IATSE Head and manage IATSE staff during events, including load-ins and load-outs
- Establish and maintain effective working relationships with clients, co-workers, part-time staff, contractors, guests/public, and municipal officials
- Conduct briefings with staff providing necessary information
- Implement disciplinary procedures with staff as needed as per the building's policies and procedures
- Provide excellent customer service assistance to internal and external clients
- Address customer complaints and appropriately deal with critical feedback
- Complete all duties with a customer service focus through teamwork & dedication to Spectra's principles
- Coordinate Food and Beverage needs with clients & communicate requirements to necessary personnel
- Serve as Manager on Duty as scheduled
- Other duties and responsibilities as assigned