



BASC Job Description

Job Title: Conferences & Events Manager		Department: Conferences & Events (C&E)	
Reports To: Executive Director		Pay Grade: 17	FLSA Status: Full-Time, Exempt
<p>Position Summary: Responsible for all facets of developing and administering events planning, data management and programs for campus. Provides support for event systems applications. Develops strategy, planning, and implementation for high profile campus events, summer programs, third party events and conferences with a standard of excellence that advances the College in its relationships and reputation.</p>			
<p>Essential Functions:</p> <p>Office Management 20%</p> <ul style="list-style-type: none"> • Negotiates contracts for services, approves suppliers' invoices, maintains financial records, reviews final billing, submits to clients and prepares related reports. • Managing operational and administrative functions in a professional and confidential manner to ensure specific projects are delivered efficiently. • Manages the day to day operations of the Conferences and Events office. • Actively markets facilities to potential clients, develops sales packages and responds to RFP's <p>Program and Event Management 70%</p> <ul style="list-style-type: none"> • Responsible for all managerial and operational aspects of programs including pre-event preparation, oversight of programs and post-event follow-up and evaluation. • Assists clients with selecting venues, completing forms, identifying additional approvals and events that require further planning meetings with other departmental staff. • Responsible for communicating, maintaining timelines, and enforcing event policies and developing client relationships. • Coordinates marketing of events and summer programs through communications via print, email, phone, the College website and social networking platforms. Works with communications staff to ensure appropriate media coverage. Collaborates with colleagues, faculty and staff to maximize event success. • Works with internal and external teams and stakeholders to define and develop event goals, objectives, budgets and specific implementation plans. <ul style="list-style-type: none"> ○ Assists third party clients with selecting venues, completing forms, identifying additional approvals and events that require further planning meetings with other departmental staff. Responsible for communicating and enforcing event policies. ○ Recruits and manages volunteers for internal events, establishes staff schedules, task assignments and equipment allocations to ensure conformance with the objectives and goals for the event. ○ Supervises, directs and coordinates the activities of personnel, subcontractors and vendors as required to successfully execute all aspects of the event. Manages event logistics and provides on-site event management. 			



BASC Job Description

- Identifies event risk assessment and crisis-management planning strategies. Troubleshoots and resolves issues relating to the successful execution of events.
- Conducts post-event debriefing sessions. Develops and executes all necessary follow-up with subcontractors, sponsors and other stakeholders. Provides post-event analysis, budget recaps and participant feedback. Incorporates learning into future plans.
- Negotiates contracts with internal and external vendors and subcontractors to ensure lowest cost and highest quality service.
- Determines fiscal requirements, prepares budgetary recommendations, and works within event budget to achieve performance metrics and return on investment.
- Supervises, directs and coordinates the activities of personnel, subcontractors and vendors as required to successfully execute all aspects of the event.
- Additional duties as required or requested.

Event System Administration – 10%

- Maintenance and user support
 - Monitors performance of vendor support desk for responsiveness to requests.
 - Creates and maintains user security templates, changes and deletes user accounts, administers process for adding new users, and audits user list on a regular basis.
 - Maintains current knowledge of EMS and relevant technologies. Develops and maintains training manuals and materials for Client and end-users. Conducts training sessions.
- Room Reservation Administration
 - Serves as the lead Event Scheduler responsible for scheduling and approving use of space managed by Conferences and Events in compliance with the College and New York State policies and regulations.
 - Assists managing campus events scheduling system and master calendar.
 - Organizes and attends weekly events meetings, producing all necessary collateral for meeting including agenda, setup worksheet markup and meeting minutes.
 - Conducts research and prepares proposals to advance the mission of the Conference and Events Office and event management on campus as a whole.
 - Sit on steering committee to work on continuous improvement of EMS system.

Qualifications:

Education and Work Experience

- Bachelor's Degree in Business Administration, Marketing or related field.
- At least 3 years of experience in planning and implementing events.
- Higher education experience preferred.
- Database, scheduling, and event management system (EMS) experience preferred.
- Valid NYS Driver's License required.

Physical Demands:

- Ability to lift/move 50 lbs.
- Good visual acuity for reading reports, computer work, etc.
- Ability to move around campus as necessary on foot and driving motorized vehicles.



BASC Job Description

Skills/Abilities:

- Excellent computer skills, including proficiency with Microsoft Office and familiarity and ease with working on databases, and websites.
- Exceptional verbal and written communication skills.
- Ability to effectively lead and direct others.
- Must have acute attention to detail. Work accuracy is essential.
- Excellent organization, planning and management skills.
- Strong interpersonal and customer service skills with a proven track record of working collaboratively as a team member and having the skills to cultivate positive working relationships with individuals at all levels of the organization to maximize event success.
- Ability to prioritize and juggle multiple projects simultaneously, often under pressure and in a fast paced environment. Anticipates and tracks critical dates, events and associated action items; to ensure that deadlines are met.
- Proven ability to take direction and input and to develop effective and engaging events.
- Ability to create new ideas and effectively market products and services.
- Demonstrated experience and skill in drafting and negotiating contracts.
- Demonstrated ability to prepare accurate budgets and effectively manage expenses.
- Track record of taking projects from inception to successful execution
- Must have strong initiative, adaptability and focused attention to detail
- Strong collaborator but also works well independently with the ability to handle multiple projects simultaneously with minimal supervision.
- Willing to do “whatever it takes’ in the interest of a world class experience.
- Ability to deal with last minute changes and deadlines while showing grace under pressure
- The ability to work across a diverse set of personalities.

Work Environment:

Typical Office: temperature changes by season, office equipment hazards, noise.

Variable: exposure to inclement weather.

<u>Completed By:</u>	Charity Bontadelli, Human Resources Manager
<u>Approved By:</u>	Dana Weiss, Executive Director
<u>Date:</u>	March 2018