



EVENT MANAGER

Salary: Commensurate with experience

Work Address: Kentucky International Convention Center
221 S. 4th St., Louisville, KY 40202

KENTUCKY EXPOSITION CENTER

937 Phillips Ln
Louisville, KY 40209
Phone: 502.367.5000

KENTUCKY INTERNATIONAL CONVENTION CENTER

221 S Fourth St
Louisville, KY 40202
Phone: 502.595.4381

www.kyvenues.com

Kentucky Venues' two major convention and exposition facilities – the Kentucky Exposition Center and the Kentucky International Convention Center – work with regional, national and international clients to host world-class events. Kentucky Venues also produces signature events annually: Kentucky State Fair, World's Championship Horse Show, National Farm Machinery Show, Championship Tractor Pull, North American International Livestock Exposition, and the North American Championship Rodeo.

Kentucky Exposition Center:

The Kentucky Exposition Center is one of the largest exposition facilities in North America. It hosts some of the worlds most recognized events and trade shows with 1.2 million square feet of contiguous meeting space. There are 54 flexible meeting rooms, two arenas and 300 acres of outdoor exhibit and demonstration space which is all highly configurable to the specific needs of our clients.

Kentucky International Convention Center:

The Kentucky International Convention Center (KICC) is located in the heart of Downtown Louisville and hosts a full calendar of major conventions, conferences, expositions and private events. KICC reopened in late 2018 after a \$207 million renovation yielding a multitude of eco-conscious designs and pre-function spaces featuring modern glass facades overlooking the cityscape. The facility boasts 200,000 square feet of Class A exhibit space and 52 adaptable meeting rooms.

Kentucky Venues is governed by the Kentucky State Fair Board.

Work schedule can include nights, weekends and holidays as required. Benefits include life, health, dental and vision insurances, free parking, paid personal and sick leave, and state employee pension.

Job Description:

The Event Manager manages every aspect of assigned events from the advance planning stages through move-out and final billing, overseeing all event-related facility functions of an event. The Event Manager drafts work orders and memos to communicate directives and creates and reviews floor plans using AutoCAD and Visio. The Event Manager uses independent judgement to make effective decisions to accomplish the realizations of clients' event visions, without causing detriment to guests, staff or the facility. The Event Manager is responsible maintaining effective working relationships with clients, service providers, partners and internal customers, working closely with the Sales and Operations teams and key stakeholders.

WE SET THE STAGE. YOU STEAL THE SHOW.



Essential Functions (must be able to perform with or without reasonable accommodations):

- Reviews all facility and agency policies, rental and service rates and best practice procedures with client management to certify safe and efficient use of the facility for event functions and layouts.
- Guides clients regarding facility use policies and ensures all insurance certificates, licenses and permits are obtained per federal, state and local requirements.
- Prepares and advances event projection reports, noting attendance, parking, timelines, F&B requisites, staffing requisites and any significant challenges.
- Drafts and/or distributes departmental correspondence for events including security memos, equipment/service orders and BEOs, ensuring timeliness and accuracy.
- Creates event resumes to detail and confirm final setup directives, event schedules, staffing requirements and service requests.
- Works with Event Services to ensure adherence to event timelines and timely responses to client requests.
- Troubleshoots before, during and after events to ensure all events are realized per client's directives and with regard to facility policies, procedures, staffing and billing.
- Addresses client and guest complaints and concerns with a solution-driven approach, involving the Director of Events if further attention is necessary.
- Prepares pre-event estimates and final billing reports in a timely matter for settlement/invoicing and ensures collection of all payables per due dates.
- Coordinates all event details with exclusive partners and other service providers.
- Delivers a quality venue product based on contract agreements and client directives to ensure an overall exceptional event experience for clients, attendees and guests.
- Maintains detailed notes about events, noting internal successes and challenges, deviations from original client directives, clients' preferences and aversions, unexpected happenings and overall event results.
- Compiles and verifies invoices for equipment rentals, labor and services provided and forwards for final billing, noting anything significant or atypical.
- Serves as Duty Manager for other events.
- Coordinates emergency procedures, evacuations and communication during events, working closely with Public Safety and client's management.
- Adheres to and exemplifies organizational core values and service expectations.
- Maintains a professional, welcoming and responsive demeanor and addresses guest inquiries, requests and concerns graciously, discreetly and with a sense of urgency.
- Arrives to assigned work location in accordance with event and meeting timelines and is available and responsive.
- Performs relative duties and manages other responsibilities as assigned.

Physical and Mental Demands (must be met with or without reasonable accommodations to perform essential functions):

- Consistently remains stationary at a desk or within an office workstation and operates a computer to accomplish a majority of duties and assigned tasks.
- Frequently operates office devices including some or all of, but not limited to, the following: calculators, telephones, copy and fax machines and printers.
- Consistently moves about office areas to perform duties and moves about multiple acres of leasable facility space, ascending/descending steps and ramps, to become familiar with event layouts in order to knowingly address guests' questions and concerns.
- Occasionally, moves objects weighing up to 25lbs.
- Consistently functions and works within a moderate-to-high pressure event-driven environment, according to a stringent schedule.

Work Environment and Hours of Work:

- Office setting with minimal-to-moderate noise levels as well as an event facility setting with moderate-to-high noise levels where event functions and facility maintenance are taking place.
- Contingent on facility and event requisites, works a varied schedule consisting of: typical weekday hours, evenings, late nights, early mornings, weekends and holidays.
- Consistently works more than 40hpw.
- Limited exposure to various weather conditions, including some or all of, but not limited to, the following: rain, sleet, snow, hail, and extreme cold, heat and humidity.
- Limited exposure to high-allergen and other atmospheric elements including some or all of, but not limited to, the following: livestock and other animals, hay, dirt, dust, and exhaust fumes.
- Limited exposure to potentially hazard-inducing elements and applications including some or all of, but not limited to, the following: use of heavy and specialized tools, moving vehicles and mechanical equipment, electrical current, working at above ground heights using ladders, lifts or other elevating devices, and direct contact with chemicals.

Knowledge, Skills and Abilities:

Knowledge of

- Effective communication techniques and methods.
- Structure and content of the English language including the meaning and spelling of words and rules of composition and grammar.
- Event industry best practices, including that of event planning and scheduling, facility management, crowd management, public safety, F&B services and AV and IT operations.
- Federal, state and local laws, codes and regulations relative to events, production and public assembly.
- Organizational and facility policies, procedures and strategies to realize effective and safe operations.
- Customer and guest service principles inclusive of customer needs assessment and evaluation of customer satisfaction, industry best practices and quality standards in order to provide outstanding customer and guest service.

Skilled at

- Actively listening – giving full attention to what is being said, understanding points being made and asking questions for clarification.
- Communicating effectively – conveying clear and concise messages verbally, including in person, by two-way radio and by phone, and in writing, including by email.
- Understanding written sentences and paragraphs in work-related documents.
- Time management in order to oversee the needs of several events taking place at a given time.
- Critical thinking – using logic and reasoning to identify alternative approaches and determine effective solutions.
- Decision-making – considering the benefits and detriments of potential actions to choose the most appropriate action.
- Complex problem-solving – identifying and assessing situational factors to determine a workable and favorable resolution to address a matter.
- Developing creative and alternative ideas and solutions affluently.
- Recognizing, managing and responding to sensitive information and urgent matters.
- Efficiently using Microsoft Office applications including Excel, Outlook and Word and

- Ungerboeck event management software.
- Meeting high standards of service and maintaining effective client relationships.

Ability to

- Understand spoken and written English language.
- Apply general guidelines or directives to specific scenarios or challenges to produce sound results or solutions.
- Determine when a detail is erroneous, inaccurate or sub-par.
- Conduct self in a professional and composed manner.
- Comprehend, assess, and respond effectively to oral, written and non-verbal communication.
- Identify and assess event details and deduce anything sub-par or problematic.
- Prioritize tasks and responsibilities within specified time constraints.
- Function effectively in moderate to high-pressure situations.
- Allocate focus among multiple tasks and activities taking place simultaneously.
- Type and operate a computer and other office devices including, but not limited to, calculators, telephones, copy and fax machines and printers.
- Bend, stretch, twist, reach and otherwise move to perform assigned duties.
- Work collectively as a team member and take initiative to complete tasks working individually.

Education and Experience:

- Bachelor's degree from an accredited college or university with major course work in event management, hospitality, business communications or other related field of study is preferred/required.
- Minimum of two years of event management experience at an event, entertainment or other major public facility.

Additional Requirements:

Applicants of and employees filling this position may be required to submit to a background check.

Application Process:

Interested applicants should email a letter of interest, résumé and three professional references to:

Kim Appel, Director of Events
Kentucky International Convention Center
Kim.Appel@kyvenues.com

The subject line of the email shall state "Event Manager" Vacancy".

The Commonwealth of Kentucky does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation, gender identity or expression, ancestry, age, pregnancy or related medical condition, marital or familial status, disability, veteran status, political affiliation, or genetic information in accordance with state and federal laws.