



JOB TITLE: Event Manager II

DEPARTMENT: Operations

REPORTS TO: Director of Audience Services & Events

POSITION SUMMARY:

The Event Manager II is responsible for planning and managing events at the Hilbert Circle Theatre and Conner Prairie. This position is part of an event management team, between whom the entire 52-week season of the Indianapolis Symphony Orchestra and its presentations are managed. This position will primarily focus on concerts at Conner Prairie “Symphony on the Prairie”, and will also share responsibility for managing internal and external rental events and certain concerts at Hilbert Circle Theatre as part of the Audience Services & Events team.

Responsibilities include but are not limited to:

General Customer Service

- Responsible for all guests’ safety, comfort and service satisfaction while attending events
- Coordinate resolution of patron complaints with appropriate departments
- Respond to facility and medical emergencies by completing incident reports when appropriate
- Responsible for managing patrons’ expectations regarding policies, procedures and practices.

Conner Prairie Concerts

- Advances and prepares all hospitality, travel, and accommodations for bands performing as part of the ISO’s summer series at Conner Prairie.
- Coordinates the load-in and load-out schedule for the Symphony on the Prairie season and the setup and tear down of concerts from week to week.
- Oversee event staff during events including; ticket takers, ushers, security, police, fire, and EMS personnel.
- Coordinate specific event staffing levels with the Volunteer Services Manager and provide staffing estimates for events.
- Accountable for designated event and department budgets which may include handling of cash and charge cards.

Hilbert Circle Theatre Concerts

- Onsite management of event staff, volunteer ushers, and vendors for all ISO concerts and events
- Maintain and update usher and emergency procedure manuals on a regular basis, working with the Senior Event Manager and Volunteer Services Manager.
- Conduct a full detailed inspection of Hilbert Circle Theatre public spaces and emergency exits before and after all events in the Hilbert Circle Theatre.
- Prepare all public spaces by unlocking doors, turning the lights on, and monitoring the room temperature.
- Monitor and evaluate event staff performance and ensure that customer service standards are met and house procedures are followed.
- Prepare concert event report to be distributed to volunteers and event staff prior to concerts and events.
- Assist Volunteer Manager with the development and delivery of volunteer training and training materials.
- Assist in the development of and provide monitoring of expense budgets for FOH functions.
- Perform other duties as required

MINIMUM REQUIREMENTS:

Bachelor's Degree is required. Position requires outstanding written and oral communication skills, strong interpersonal skills, and exceptional organizational skills with attention to detail. Candidate must be a proficient user of Word, Excel, and Outlook. Previous experience working in an arts or theatre environment is desired.

PHYSICAL REQUIREMENTS:

Must be able to walk on uneven surfaces in the Hilbert Circle Theatre and at Conner Prairie and other areas with or without accommodation. Must be able to lift/carry products up to 75 pounds without assistance. Requires visual and hearing acuity to sit at a computer for several hours at a time and speak on the phone.