



Event Manager Kentucky International Convention Center

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

Salary: Commensurate with experience
Work Address: 221 S. Fourth Street, Louisville, Kentucky 40202

Governed by the Kentucky State Fair Board, Kentucky Venues' two major convention and exposition facilities – the Kentucky Exposition Center and the Kentucky International Convention Center – partner 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, North American Championship Rodeo and All-In Hoopfest. Whether it be a trade show, convention, conference, live stage show, livestock exposition, an athletic tournament or a private event, Kentucky Venues has the event space to offer for a successful and memorable event experience.

Kentucky International Convention Center (KICC), located in the heart of downtown Louisville, is the agency's showcase venue. Nearing the end of a complete two-year renovation, KICC will reopen August 2018 to host a full calendar of major conventions, conferences, expos and private events. The remarkable new convention center will span over two city blocks, is within steps of Louisville's major hotels, restaurants and attractions and will continue to operate its two self-owned adjacent parking garages.

Position Description:

This is a full-time, exempt, non-merit, position that will serve the Kentucky International Convention Center to manage every aspect of assigned events from the advance planning stages through move-out and final billing and oversee all event-related facility functions of assigned events. The Event Manager will create work orders and memos to delegate event directives, create and review floorplans using AutoCAD and Visio and use independent judgment to make effective decisions for the benefit of clients without detriment to guests, staff or the facility. The Event Manager will be responsible to establish and maintain effective working relationships with clients, service providers and internal customers and works closely with Sales Managers, Operations Supervisors, Security Supervisors, service providers and the Louisville Convention & Visitors Bureau to accomplish delivering a quality event experience to all clients and guests.

Essential Functions:

- Coordinate and facilitate every aspect of assigned events from advance planning stages through move-out and final billing.
- Assist clients by suggesting efficient use of the facility for event functions.
- Coordinate event service needs with exclusive F&B and staffing providers and other service providers.
- Ensure all required insurance certificates, licenses and permits are obtained in a timely manner.
- Finalize lessee requirements, inclusive of equipment arrangements and event staff detailing (ushers, security guards, F&B)
- Detail events for client approval and internal communication by creating event resumes.
- Advance and communicate event schedules and directives to appropriate departments and staff and review performance and results.
- Exercise discretion and utilize independent judgment with a solution-driven approach.
- Troubleshoot during event and event preparation to ensure all event setups are correct, inclusive of determinations about policies, procedures, billing and staffing.
- Act as Manager on Duty as required.
- Address client and guest complaints and concerns with a solution-driven approach, or connect them to the Director of Events if further attention is necessary.
- Prepare event reports, noting attendance, timeline, significant challenges, etc.
- Prepare pre-show estimates and ensure accurate event billing is processed in a timely matter for settlement/invoicing; ensure the collection of all payables by due dates.
- Provide excellent customer service to internal and external clients.
- Communicate effectively, orally and in writing, including use of a two-way radio.
- Effectively type and operate a computer and other office devices including calculators, telephones, copy and fax machines and printers; effectively use Microsoft Office including Excel, Outlook and Word.
- Participate in business, facility and event operations including moving loads of up to 25 lbs. as required.
- Function and work effectively within stressful situations and environments, particularly that of an event-based nature.
- Function and work effectively in an office setting with minimal to moderate noise levels as well as facility areas with moderate to loud noise levels where event functions and facility maintenance are taking place.
- Work a varied schedule, including typical weekday hours, evenings, nights, early mornings, overnight hours, weekends and holidays as required; frequently work more than a 40-hour workweek, contingent on event requisites.
- Perform relative duties and manage other responsibilities as assigned.

Qualifications:

- Knowledge of event industry best practices, inclusive of, crowd management, public safety, F&B services and AV operations.
- Knowledge of Federal, State and local laws, codes and regulations relative to events, production and public assembly.
- Skill in meeting high customer service standards and maintaining effective client relations.
- Skill in communicating, orally, in writing and interpersonally, with event planners, Executives, supervisors, front-line staff and patrons of various temperaments and personalities.
- Ability to identify potential challenges and determine solutions and alternative options.
- Ability to prioritize tasks and responsibilities within specified time constraints; function effectively in moderate to high-pressure situations.
- Ability to maintain constant attention to precise details and accurately communicate and implement specified standards and directives.
- Ability to work independently and as part of a team.
- Experience using Ungerboeck event management software.

- Experience using AutoCAD and Microsoft Visio drawing software.

Minimum Requirements:

Education:

- Bachelor's degree from an accredited college or university with major course work in Event Management, Business Management, Hospitality, Business Communications or a related field.
- Experience in a related field may substitute for desired education.

Experience:

- At least two years of event experience with increasing responsibilities at a convention center, stadium, arena, hotel, theater, or other public facility.

Additional Requirements:

Applicants and employees in this position may be required to submit to a drug screening test and background check.

Application Process:

Interested applicants should email a cover letter, résumé and at least three professional references to:

Paul Herberg

Director of Human Resources

Kentucky Venues

paul.herberg@kyvenues.com

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

THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, DISABILITY, SEXUAL ORIENTATION, GENDER IDENTITY, GENETIC INFORMATION OR VETERAN STATUS. REASONABLE ACCOMODATIONS ARE PROVIDED UPON REQUEST.