



JOB DESCRIPTION

Title: Event Manager

Classification: Exempt

Salary Range: Up to \$50k DOE + bonuses

Original Date: May 2024

Department: Events

Position Status: Full Time

Reports to: Operations Manager

Date of Review: N/A

Job Objective

The Event Manager will assist the Event Operations Manager in overseeing, managing, and guiding event operations, which includes two on-site venues, off-site catering, and a food truck. This position supervises the event staff, including the Event Captains and Event Servers. Manage event staffing and scheduling, assist with supervising Event Captains and Servers during an event, assist with event preparations prior to the event, manage and execute events without direct supervision while working with clients to ensure the highest level of service based on Loveless standards.

In the performance of their respective tasks and duties all employees are expected to demonstrate to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and vendors.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Operations & Event Duties:

- Implement and/or oversee preset for events including but not limited to cutlery, plates, glasses, napkins, bar, food and beverage stations.
- Ensures a clean work environment following safety and sanitation guidelines as set forth by company policies.
- Fully understand and comply with all federal, state, and county municipal regulations that pertain to health, safety, liquor, beer and labor requirements and laws.
- Grow the efficiency of existing organizational processes and procedures to enhance and sustain the organization's internal capacity.
- Oversees events and ensures the execution is seamless and accurate.
- Attend weekly Banquet Event Order (BEO) Meeting lead by the Loveless Events Sales Team to gather information on upcoming events at both venues on property or offsite catering.
- Complete tasks assigned by Event Operations Manager after BEO Meeting to prepare for upcoming event execution.

- Assist Event Captains with day of event details and assigning duties before, during and after the event to successfully execute the event to Loveless standards.
- Create SOPs, diagrams, pull lists and check lists for the Event Captains to reference as needed.
- Monitor all aspects of an event - timeline, food stations, beverage station, bar, guest experience, and other details to ensure a successful event.

Coaching and Development of Operations Team:

- Manage employees in various functions. Responsibilities include but are not limited to: Interviewing, hiring, and training employees; Planning, assigning, and directing work; Appraising performance and working closely with the Event Operations Manager and HR department to resolve issues and address employee successes/problems.
- Manages FOH operations training programs and ongoing development of Event Captains and Event Servers.
- Keeps the department staffed and equipped as needed, filling gaps through interviewing, hiring, training and retention.
- Schedule and confirm event staffing for events at both venues on property and offsite catering events.
- Remains approachable and open to employees' concerns and suggestions.

Guest & Customer Service:

- Ensures FOH Event operations team provides excellent customer service and quality by having properly trained and delegated staff.
- Encourages team members to always exhibit a strong guest service orientation.
- Maintains a positive tone when speaking with others.

Other Role Accountabilities:

- Work with the Event Operations Manager to develop and implement operating procedures and processes that meet company standards, are customized to the specific needs of the facility, and are consistent with the goals and objectives of Loveless.
- Attend and participates in routine meetings including but not limited to BEO, Staff meetings, and Committee meetings.
- Takes ownership for solving problems and follows through to ensure desired outcomes by developing solutions that resolve root causes.
- Remains even keeled and calm when under pressure, maintaining a controlled, professional manner at all times.
- Ensures that all outstanding tasks are handled either personally or through delegation to other staff members when appropriate.

Position Type/Expected Hours of Work

This is a full-time position. This position requires most weekends, some nights and some holidays.

Supervisory Responsibilities

This position supervises the FOH event staff.

Qualifications

- Minimum 3 years of experience in the Event industry specifically Event Management, Banquet Management, and/or Catering Management.
- Strong verbal and written communication skills, with the ability and confidence to present and communicate new ideas and concepts, describe and document issues as well as offer solutions.
- Interact professionally and with a positive attitude with employees, guests, and vendors.
- Knowledge and proficiency in Microsoft Office including Outlook, Word, and Excel.
- Valid Tennessee Driver's License
- Must be able to work a flexible schedule inclusive of weekends, nights and holidays required.
- Ability to promote a company culture that encourages morale and performance.

Additional Eligibility Qualifications

- Valid Tennessee Driver's License
- Must have reliable transportation to and from work
- Must have availability to work a changing schedule including nights, holidays and weekends

Preferences

- Knowledge of Square POS Software.
- Audio Visual knowledge a plus.
- Serve Safe Certification a plus.
- Event Set Up Experience a plus.
- Event Captain, Venue Manager or Event Manager experience a plus.

Physical Demands

The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift or move objects up to 30 pounds and occasionally lift or move objects up to 60 pounds.

Work Authorization

Must be authorized to work in the United States

Other Duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

EEO Statement

The Loveless Cafe LLC is an equal-opportunity employer and is committed to hiring and maintaining a capable and committed workforce. EOE/M/F/D/V