



Marcus Performing Arts Center Position Description

Job Title	Director of Events & Guest Services
Department	Events & Guest Services
Reporting To	Vice President of Venue Operations
FLSA Status	Exempt
Employment Status	Full-Time
Direct Report(s)	Guest Services Manager and Events Manager

JOB SUMMARY

The Director of Events & Guest Services will facilitate successful event execution and create a positive experience for partners, users, attendees and staff. Operate as the main liaison to Guest Services and Events subcontracted service providers, such as Food and Beverage and merchandise sales.

Serve as the primary contact for all advance planning related to guest services operations, including set up and post-departure follow up for each performance or event. Develop, implement, and lead the organization's programs, culture, and internal messaging in support of a robustly guest-centric environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Lead the delivery of defined guest experience standards to everyone entering through our doors
- Evaluating systems, procedures, contracts, and fee structure as it relates to event management.
- Oversee strategic directions of the Events & Guest Services Department.
- Design, implement, and lead the organization's customer satisfaction program. Develop dynamic learning materials to enhance the organization's ability to provide high-level guest experience.
- Preparation, implementation, and monitoring of the Guest Services and Events Management Operating Budget and develop a rolling capital plan related to activity and needs.
- Ensures compliance with finance policies with regard to expenditures, processing payments, approving requests that have fiscal impact, etc.
- Oversee the coordination and implementation of all details of renter's contracts, scheduling, contracting, ticket requirements and management, show estimates and budgeting, all aspects of artist hospitality and rider fulfillment and event planning to create a positive experience for the renter and the staff.
- Strategize and direct the creation and promotion of effective processes for event

communications throughout the center to ensure accurate information is disseminated and understood by relevant departments and individuals.

- Oversee distribution of event related information to other departments including calendar listing status, event requirements, and other information required for the efficient and successful production of events.
- Analyze and direct support needs for events to ensure the proper and effective execution of the event requirements to meet the satisfaction of the renter/client to include VIP meet-and-greet experiences and special event engagements.
- Supervises staffing levels to ensure that guest service, operational needs and financial objectives are met.
- Execute and advocate programs that promote accessibility and inclusivity of diverse audiences. Example of these programs are, American Sign Language translation, audio described performances (incl. touch tours) and closed-captioned performances.
- Cultivate collaborative relationships with Guest Services staff of Resident Companies, presenting partners and visiting artists.
- Works with the Guest Services and Events team to identify and implement action plans to prevent the recurrence of guest issues.
- Lead the Guest Services cost estimates for each show or event as required/requested.
- Prepare and process facility use contracts and related documents for review and approval by the Vice President of Venue Operations.
- Lead the development and execution of new programs that keep the Center at or ahead of guest service trends, including incorporating the highest standards in guest and client services and artist hospitality using the 5 principles of Disney regarding serving others and relationship excellence, training staff accordingly, and maintaining these standards.
- Ensures exemplary customer service by communicating goals and directing the Guest Services and Events Management Team.
- Coaches, mentors, and provide guidance to teams in troubleshooting and resolving customer service issues. Set guidelines for effective resolution of customer concerns and ensure follow-up and documentation utilizing
- Preparation of and submission of expenses for event settlement. Attend settlement if required
- Responds to escalated customer service inquiries outside the scope of managers.
- Working closely with Marketing and Development, sets policies and procedures to drive guest retention, development, and lifelong relationships with the center.



This job description provides the general nature and scope of responsibilities for this position. Please note other duties and responsibilities may be assigned or removed at any time

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or abilities required.

Education and Experience

- A minimum of 5 years of experience in a venue operations role, such as house management or event management in a theater or performance venue.
- At least 2 years of team management experience.
- Knowledge of theatrical operations.

Knowledge, Skills and Abilities

- A commitment to the arts and arts education
- Ability to be appreciative of diverse perspectives, and a commitment to the organization's initiatives regarding racial equity, diversity, and inclusion (REDI)
- Proven experience of leading, mentoring and managing a team with the development, implementation and execution of project plan objectives and strategies.
- Capacity to be creative, take initiative and exhibit resilience.
- Demonstrated proficiency using Microsoft Office (Excel, Access, PowerPoint and Word) or similar products.
- An understanding and adherence of best practices in accessibility and inclusivity in accordance to the Americans with Disability Act .
- Desire to exceed customer expectations
- Must be adaptable and able to work across all departments to ensure attention to detail and flawless execution.
- Ability to analyze, problem-solve, and offer solutions to issues.
- Proven experience in effectively managing multiple tasks simultaneously; excellence in organizing and prioritizing.
- Strong written and verbal communication skills; excellent interpersonal skills and ability to interact with all levels of staff, including senior management.
- Ability to achieve in a fast-paced, deadline-oriented environment where attention to detail and organizational skills are paramount while maintaining a positive, calm, and flexible approach.
- Able to adapt to a flexible working schedule, including early mornings, late evenings, weekends, and holidays.



WORK ENVIRONMENT / JOB SPECIFICATIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily perform work in a shared office environment. While performing the duties of this job, the employee is required extensively to sit and operate, handle or touch objects, tools or controls. Occasionally move around the office and access or use computers, office equipment, and other pertinent supplies, space or equipment used to perform the duties of the position. Work with frequent interruption. The employee is frequently required to talk or hear and requires close vision. The employee is occasionally required to stand, walk, stoop, kneel or crouch and lift up to 20 lbs. Must have reliable transportation to travel to offsite businesses for events, programs, meetings, etc.

The noise level in the work environment is usually quiet.