

JOB POSTING

Job Opening Date: November 15, 2018

Job Closing Date: When position is filled

Job Title: Assistant Manager, Event Operations

Department: Metro Events

Job Location: San Francisco, Calif.

Contact: Human Resources

The **Assistant Manager of Event Operations** for Metro Events (ME) oversees operation and management of special events in San Francisco for all ME venues. This position will be a highly involved team member in facilitating events from start to finish, (post contract) interfacing with potential and existing clients and vendors, providing customized solutions and overseeing the planning and execution of all areas of each event. This position will be responsible for coordinating all required permits and interface with the client, vendors, Government Agencies and the Port of San Francisco. This position will also oversee the operation coordinator and associate.

Responsibilities:

- Regular, predictable and reliable attendance as operational needs dictate.
- Oversee training of new operation staff along with the Director of Event Services.
- Ensure ME policies and procedures are communicated and adhered to by vendors and clients.
- Work with sales manager to coordinate the assignment of events to operation team post contract.
- Oversee and mentor operations associate and coordinator.
- Conduct walk-thru of the venue in conjunction with other event staff as needed.
- Communicate and follow up with potential event clients as needed.
- Assist and advise clients with floor plans and permits in conjunction with the San Francisco Port Fire Marshal, Building Inspector and other miscellaneous permits required.
- Coordinate and work with staff and vendors such as AV, janitorial, security, wifi and debris services for event staffing needs.
- Work onsite as venue manager during events (to coordinate with clients, vendors and terminal staff).
- In conjunction with the Director of Event Services schedule the on call day of venue managers for events
- Update and/or create estimates and utilize CRM system.
- Finalize all ancillary invoices at the conclusion of events and check for accuracy in staffing.
- Attend industry events and functions as needed (Travel expenses reimbursed for travel outside of normal office hours).
- Will not engage in any outside activities deemed to be a conflict of interest by ME.
- Must be willing to work evenings, shifts and weekends.
- Must be available and attentive as need be.

Education and/or Work Experience:

- Excellent computer proficiency (MS Office – Word, Excel and Outlook).
- Knowledge of special events and related operations.
- 3 to 5 years working experience in events and meeting industry working directly in operations, event venue management a plus.
- Must be able to work under pressure and meet deadlines, while maintaining positive attitude and providing exemplary customer service.
- Excellent interpersonal and communication skills.
- College degree or equivalent.
- Valid driver's license.

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