

Job Title:	Facility Events Supervisor, Special Events (Full-Time)
Reports to:	Senior Sales Director, Special Events

PURPOSE OF THE JOB:

Supports the special events and catering department through administrative, event planning, and event execution tasks for the Kauffman Center for the Performing Arts. Under the supervision of the Senior Sales Director, acts as a liaison, and consistently a primary point of contact for internal and external events. Maintain administrative needs to support a well-organized department. Develop and maintain client and vendor relationships to ensure excellent customer service, proper planning, and execution of the facility's special events.

ESSENTIAL JOB FUNCTIONS:

- Administrative Tasks:
 - Manage schedules, appointments, internal and external communications.
 - Data tracking and maintaining event and client databases.
 - Account receivables and financial tracking.
 - Engage with inbound event prospects through timely initial communications, using introductory messaging.
 - Oversee and track outgoing post-event evaluations and incoming feedback.
 - Provide feedback and reports to stakeholders.
- Event Planning and Fulfillment:
 - Plan, prioritize, and coordinate, in a primary and/or support role for various external and internal events.
 - Provide exceptional customer service throughout the event planning process.
 - Provide turnkey service and planning guidance to event rental clients while identifying the needs of each event and ensuring customer satisfaction.
 - Oversee coordination with vendors, contractors, and internal departments including catering, production, entertainment, security, parking, and patron services to ensure successful event execution.
 - Liase with vendors and suppliers to secure necessary services and products for events, negotiating contracts and maintaining positive relationships.
 - Attend departmental and event-specific planning meetings.
 - Manage and/or support event set-up and load-out.
- Contribute to department growth and goals to improve services and quality of the facility rental events.
- Act as department representative in the planning team for the Kauffman Center's annual event: Future Stages Festival.
- Assist in coordination of Facility Sales and Events Intern duties.
- Ensure compliance with all health and safety obligations for events.
- Other duties as assigned.

ESSENTIAL SKILLS and ABILITIES:

- Proven experience and knowledge working in the special events event industry and live event related services (weddings, meetings, parties, corporate events).
- Excellent written, verbal, and interpersonal communication skills in a professional environment.

- Sales skills and ability to build productive business relationships.
- Ability to present ideas and plans to clients and vendors with adaptability and positive results.
- Excellent organizational and time management skills.
- Excellent problem-solving and critical thinking skills.
- Ability to manage multiple projects independently.
- Flexibility.
- Creativity.
- Enthusiasm.
- Great attention to detail.
- Experience in coordinating food, entertainment and logistics for events.
- Ability to lift 50 lbs, bend, stretch, stand for extended periods of time, climb stairs, reach, twist, sit, walk, and/or run.
- Strong knowledge and experience with MS Office Suite (Teams, Outlook, Word, Excel, Power Point).
- Ability to learn and utilize internal event scheduling, catering and diagram software packages.

EXPECTATIONS

- Work effectively with multiple clients and events/projects simultaneously.
- Establish solid relationships with external vendors, internal departments, and food and beverage contracted staff.
- Able to work varied days and hours, on weekends and some holidays.
- Able to work independently and collaboratively.
- Maintain confidentiality with all financial and other proprietary information.

PREFERRED QUALIFICATIONS

- Minimum of 2 years' experience in special event operations and planning. Venue management experience is beneficial, but not required.
- Experience communicating with clients and prospective clients via phone, e-mail, and face-to-face.
- Experience coordinating large scale events, including weddings and corporate meetings.
- Bachelor's Degree in hospitality/event management or other related field.

WORK SCHEDULE

This full-time position requires a flexible schedule commensurate with the business cycles of a large performing arts center.

APPLICANT INSTRUCTIONS

- Please submit a cover letter addressing how you meet the required qualifications, resume and salary requirements to hr@kauffmancenter.org. Incomplete applications will not be considered.

BENEFITS

- Excellent Benefits (Medical, Dental, Vision, FSA, HRA, Disability Insurance, EAP & more)
- 401K Retirement Plan with Employer Match
- Paid Vacation, PTO, Holidays and Discretionary Days
- Paid Parental Leave
- Tuition Reimbursement

ORGANIZATIONAL VALUES

Adheres to and promotes the organization's values (see below):

ORGANIZATIONAL VALUES			
Own it, get it solved	Aim for excellence	Be enthusiastic	Act with respect
<ul style="list-style-type: none"> ▪ Integrity ▪ Honest communication ▪ Transparency ▪ Trustworthy ▪ Responsible 	<ul style="list-style-type: none"> ▪ Striving to improve or meet a standard of excellence ▪ Motivated 	<ul style="list-style-type: none"> ▪ Flexible ▪ Fun ▪ Embraces new ideas 	<ul style="list-style-type: none"> ▪ Service ▪ Considerate of others ▪ Treat others with dignity and care ▪ Work toward shared goals

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.