
EVENT TEAM MANAGER

ABOUT US

The Saugatuck Center for the Arts (SCA) is a non-profit arts and cultural organization serving West Michigan's lakeshore community. We offer year-round live performances, classes and workshops for adults and children, outreach programs, festivals, exhibitions, a Summer Market, and professional theatre in the summer. The SCA is also a rental facility for weddings, receptions, meetings, and more.

PRIMARY FUNCTION

The Event Team Manager is a part-time, creative staff member who works across disciplines (theater, concerts, film, opening receptions, special events, and more) and serves as a bridge between the administrative/management team and the "front of house" event team. They build strong teams through outstanding communication and motivation. The position is a blend of organizational and administrative skills with communication and "people" skills.

JOB DESCRIPTION

Working Relationships

- Reports to Executive Director
- Hires and supervises event staff (Event Assistants and Bartenders, ~15 total in the Summer)
- Collaborates with other staff around event planning, hospitality, and event execution.

Dimensions

- Focus on growing strong customer relationships through exceptionally trained event staff.
- Using event report data to improve how events are executed.
- Looks for efficiencies in communication, event paperwork, and event execution.
- Oversees labor budget for event staff;
- Additional consideration: Partnering with the Arts Administration Coordinator, focus on finding ways to strengthen the communication and relationships between the administrative/management staff and the "front of house" staff (Event staff and Box Office staff).

Principal Duties & Responsibilities

- Works with SCA staff to document, review, and improve the event planning and execution process (timeline, communication, process flow, etc.)
- Completes the Event Details Master Sheet (EDMS) for house events, working with the event owner to obtain the most accurate and up-to-date information.
- Manages other event documents, communicating with the person who booked the event (Producer, Rental Coordinator, Education & Exhibitions Manager, etc); communicates details to EAs and Bartenders.
- Assists with special and/or cross-functional events
- Manages hospitality requests for performers / artists
- Oversees inventory and ordering of hospitality supplies
- Google Drive document management
- Responsible for the kitchen organization and cleanliness, as well as laundering of bar towels and linens
- Takes part in other facility organization
- Responsible for stocking bar coolers prior to events

EVENT STAFF MANAGEMENT

- Hires Event Assistants and Bartenders
- Orients new Event Assistants (EA's) and Bartenders (with Lead Event Assistant and Lead Bartender)

- Responsible for the development of EA and Bartender Leads
- Communicates event details to event staff
- Oversees scheduling and training for EA's and Bartenders
- Responsible for performance management and correction
- Creates and updates policies and procedures as needed
- Works at events as needed
- Ensures team members are TIPS certified

WORK ENVIRONMENT

- This is a part-time position, with opportunity for some hours to be virtual as needed
- Projected Hours:
 - Jan & Feb 15 hours per week
 - March & April 20 hours per week
 - May - August 25-30 hours per week
 - Sept 20 hours per week
 - Oct - Dec 10 hours per week
- Occasional lifting of materials of up to 25 pounds is necessary.
- Work is completed within an office environment and at SCA events.
- Job requires working some evenings and weekends and being available to respond to event staff questions during events, even when not scheduled.

EXPERIENCE, EDUCATION, AND SKILL SETS

- Prior supervisory experience required
- Prior experience organizing events strongly recommended
- Outstanding organizational, analytical, prioritization, judgment, and problem-solving skills
- Strong attention to detail
- Strong verbal and written communication skills
- Growth mindset: Interested in problem solving and learning new skills
- Excellent interpersonal and customer service skills
- Ability to collaborate and be a team player
- Ability to prioritize workload, meet deadlines and manage multiple projects simultaneously
- Proficiency in Microsoft Word, Excel, Google Workspace (drive, docs, sheets, etc.)

COMPENSATION: \$20/hour

TO APPLY: Send resume and cover letter to careers@sc4a.org.