



Job Description

Position	Events Manager	Work Hours	Full-time
FLSA Status	Exempt	Band	6
Department	W83		
Reports to	Director of W83 Events & Programming		
Date	January, 2022		

Position Summary

The Events Manager oversees all event bookings happening at W83 Ministry Center, the home of Redeemer West Side and a multi-use community center. This position works with a range of clients including individuals from the neighborhood, non-profit organizations, businesses and houses of worship from around New York City. She/he manages a dynamic events team to deliver quality customer service and ensure excellence in the production of all events in our space. Detail-oriented, personable, and collaborative, the Events Manager actualizes Redeemer West Side's vision to love and serve our neighbors and to support the flourishing of all who use our space.

Job Description

Manage event bookings

- Manage pipeline of events from start to finish, including: arranging walk-throughs with clients, negotiating contracts, managing invoicing, collecting COI's (certificates of insurance), and confirming event setup details
- Execute space rental contracts with clients for a variety of events including conferences, social gatherings, receptions, fundraisers, film shoots, and other events
- Coordinate with vendors including caterers, AV/sound technicians, photographers, and rental companies to ensure the day of event production runs smoothly
- Manage and schedule part-time on-call events staff to work during events. Recruit, hire, and train new on-call staff as needed
- Prepare day of event notes for on-site events staff (including setup, deliveries/pickups, run of show, and other need-to-know info) and brief staff as needed
- Supervise events on-site as needed
- Oversee systems used for events management including EventPro and AllSeated
- Manage overall events calendar on EventPro

Client relationships management

- Manage relationships with existing clients and nonprofit affiliates
- Seek out prospective clients via referrals and outreach initiatives
- Support client relationship management and cultivation by maintaining client databases and communications

Staff participation

- Participate in staff meetings, online community, and gatherings

Qualifications

- Passion for Redeemer's vision and a gospel-oriented heart for New York City
- Minimum four-year college degree or equivalent work experience
- At least three years of experience in events or hospitality management including staff management and customer service
- Excellent project management, organizational, communication and interpersonal skills
- Demonstrated comfort & success navigating dynamic organization, balancing complex priorities, advancing multiple projects, following up on details & delivering timely results
- Proactive identifier and solver of problems
- Capacity to work independently and use sound, professional judgement
- Capacity to function effectively under time constraints and when managing multiple, equally critical demands
- A team player with leadership skills
- Committed to a high level of customer service and mature professionalism
- Must be available occasionally on weekends and evenings as needed
- Able to meet with team members in-person at least two days a week in the office
- Proficient in MSOffice + GSuite applications, database and online applications

COVID-19 VACCINATION POLICY:

To ensure the overall health and safety of the Redeemer West Side community and in accordance with New York City requirements, all newly hired employees of Redeemer West Side are required to be fully vaccinated against COVID-19 as a condition of employment, absent qualifying exemptions for medical, religious, or other reasons in accordance with all applicable laws.