



McNamara Alumni Center

University of Minnesota

200 Oak Street S.E. Suite 035
Minneapolis, MN 55455-2002

www.mac-events.org

JOB DESCRIPTION – Event Manager
UNIVERSITY GATEWAY CORPORATION
MCNAMARA ALUMNI CENTER
POSTING DATE: March 15, 2023
REPORTS TO: Director of Sales & Events

BACKGROUND

The Event Manager position is responsible for leading the event operations at McNamara Alumni Center, an award-winning office building and busy event center located on the University of Minnesota Minneapolis campus. The Event Manager and 17 other event and building management teammates are employees of the University Gateway Corporation (UGC), a unique partnership of the University of Minnesota Foundation and University of Minnesota Alumni Association.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Oversee the Day-to-Day Operations and Management of 500 Events Annually

- Serve as the lead operations contact for McNamara’s event business taking place in the 10-room conference center covering 36,000 square feet of meeting space. Evaluate and set operations policies and procedures that ensure McNamara’s brand of excellence is being met by staff and partners; review and revise as needed.
- Indirectly manage vendor partner relationships with ABM Janitorial, D’Amico Catering, U of MN Parking & Transportation, U of MN Police and others. Participate in and initiate meetings to discuss customer service standards, communication, processes etc. Address improvements needed and implement solutions.
- Lead weekly stencil meetings with D’Amico Catering to discuss the week’s upcoming events.
- Attend weekly UGC managers meetings to discuss company-wide initiatives and updates, upcoming building construction projects, landcare maintenance, etc., some of which impact events.
- With direction from and collaboration with the Director of Sales & Events, develop and execute special projects that come up related to the events business.

Supervise Operations Staff

- Hire, train, and supervise 5 full-time professionals: 3 event coordinators, 1 AV technician and 1 guest and event services assistant who occupy the building’s first floor information desk and offices.

- Recruit, hire, train and supervise 3 part-time University of Minnesota students who assist with staffing evening and weekend events and complete administrative projects. Indirectly supervise 15 part-time student set-up crew.
- Facilitate weekly 1:1 meetings with professional staff. Be a dependable resource through their event coordination work, address opportunities for growth and professional development, and help troubleshoot issues that come up at events.
- With the Director of Sales & Events, lead a weekly staff meeting that engages the team; share updates and best practices, review service standards and celebrate successes.

Work with VIP Event Clients to Coordinate Their Venue-related Event Logistics (25 annually):

- Serve as the coordinator of large, multi-day and VIP events: hold client meetings to gather event details and make floorplan recommendations; facilitate furniture and equipment rental; reserve parking and audio visual technicians/equipment etc.
- Communicate revisions and relevant information to catering, vendors, cleaning, etc.
- Review post-event reports, collect client feedback, and enter critical notes in the event file for the sales team to reference for future bookings. Review bi-monthly billing worksheet to confirm final charges.

Share in the Staffing of Events & Manage Scheduling:

- Create the monthly and weekly event staffing schedule for professional and student event staff.
- Staff early morning, evening and weekend events as needed, based on the event schedule. Prior to client arrival, review room layout; greet clients and facilitate any changes; set-up AV etc. Serve as point person for the client, guests, and vendors providing décor, florals, furniture rentals, etc.

Manage Event Operations Budget:

- Create operations budget each spring consisting of \$500,000+ in event-related expenses (technology, room amenities, equipment, furniture, cleaning, set-up, etc.) and capital projects/purchases. As needed, purchase new tables, chairs, equipment; procure bids and select vendors. Manage and maintain company assets to stay within budget and prolong life of company resources.
- Approve all event department invoices and assign accounts; review and monitor the monthly general ledger.
- Review monthly financials and monitor spending and budget goals.
- Attend annual finance meeting of building owners to report on event operations.

Perform other duties as assigned.

FLEXIBLE SCHEDULE

This is a full-time, 40-hour a week salaried position. Hours worked on any given week are determined by the event schedule in order to help staff events. Staffing early mornings, evenings and occasional weekends is required and rotated among the operations team. When the event schedule does not require staffing outside of 8:30 am to 5:00 pm, the position may work standard business hours. The current policy allows for remote work during slow event cycles at the discretion of UGC management.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE/SKILLS

Required: Degree from a 4-year college. 5+ years of event or hospitality experience. Supervisory experience.

Preferred: CMP certification. EMS and Social Tables software knowledge. Comfort with basic audio visual equipment including microphones, sound systems, projectors, etc. Experience and/or understanding of virtual event equipment and capabilities.

PAY & BENEFITS

Commensurate with experience + parking + generous UGC benefits package + private office. This includes accruing up to 20 days of PTO in the first year of employment plus holidays, health and medical benefits, 403(b) plan, cell phone reimbursement, paid parental leave, U of M Rec+Wellness Center membership and more.

Please note: All employees of University Gateway Corporation are required to comply with UGC's COVID-19 Policy by either providing proof of being fully vaccinated on their first day of employment, or complete a request for an exemption for medical exemption or religious reasons.

TO APPLY

A resume and 3 professional references are required.

Please email: Amy Leyden, Director of Marketing & Communications aleyden@umn.edu