



Event Manager

Reports To: Executive Director

Compensation: Competitive salary, full benefits

Classification: Full-time

Position Summary

Lead role in planning, coordinating and executing events at Icicle Creek Center for the Arts in Leavenworth, WA. Work collaboratively with internal and external colleagues to ensure customer needs and expectations are met or exceeded and that ICCA's mission is advanced.

Responsibilities

Event Planning

- Develop and execute effective and efficient event plans for all ICCA-presented events (defined to include: single concerts and other live performances ("Performances"); multi-day events organized around a theme ("Festivals"); education events managed by ICCA ("Camps and Workshops"); and fundraising events, including annual auction and other galas ("Fund-Raising"). This scope of events may be expanded or modified.
- Develop and execute effective and efficient event support plans for rental events (i.e., outside third party rentals of some or all facilities).
- Effectively coordinate with other team members (in categories such as marketing, technical services, housekeeping, security, front-of-house and back-of-house among others) as needed to ensure ICCA events achieve schedule and budget compliance.
- Serve as ICCA lead in managing facility booking process with Sleeping Lady Resort ("BEO" process). Prepare banquet event orders in an accurate and timely manner. Provide performance assessments of Sleeping Lady BEO performance.
- Create meeting room and stage plot diagrams as needed.

Service Delivery

- Oversee onsite groups daily to ensure services are delivered as agreed.
- Participate in the weekly team meeting to ensure event needs are communicated and met.
- Manage all contracting related to events, including vendors, performers, food and beverage, transportation, lodging, and others as needed.

Budget Management / Reporting

- Develop event budgets; execute events in conformance with adopted event budgets; generate post-event detail reports; support ICCA annual budget process.
- Prepare and distribute periodic reports as required, such as attendance, ticket sales, event profitability, and other reports as assigned.

Other

- Execute grass-roots event marketing (word-of-mouth, social) efforts as indicated by Marketing Director and as needed to drive ticket sales.
- Print, fax, mail, scan and convert files as appropriate.
- Recruit, train, manage volunteer base
- Responsible for helping to create a work environment free from all harassment toward guests and staff.



- Responsible for following and enforcing company policies and procedures.
- Required to work a variety of day/night, weekend and holiday shifts. Position work week will flex per event schedule and involves most weekends.
- Other duties as assigned or directed.

Requirements and Qualifications

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- The requirements listed below are representative of the knowledge, skills, and abilities required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Must pass Criminal Background Check.
- Excellent interpersonal and communication skills.
- Ability to lead and work as part of a team.
- Capable of working in a dynamic environment.
- Experience with cash handling and reconciliation systems.
- A cheerful, outgoing and helpful disposition.
- A keen interest in the arts and entertainment.
- Maintain current Food Handlers Permit and current MAST license.

Education

- Preferred 4-year degree in Business, Project Management or Hospitality Management.
- Minimum of 3-5 years hands-on experience in the hospitality, lodging, theater or entertainment industries.

Knowledge, Skills & Abilities

- Must be able to read, write, speak English, and perform basic math.
- Must be well-versed in complete Office Suite (Word, Excel, PowerPoint, Outlook), and be fluent in web-based applications (Gmail, e.g.) and popular social media platforms (Facebook, Instagram, Twitter).
- Must demonstrate clear, concise written and verbal communication and excellent time management.
- Strong organizational skills, with strong preference for the ability to independently assess event profitability; strong preference as well for someone who independently seeks to identify process and outcome improvement.
- Strong customer service orientation.
- Ability to work together as part of a cohesive team, including the ability to tactfully delegate responsibilities to members of other departments and volunteers, regardless of age, rank or position.
- Exceptional attention to detail and follow-up.
- Creative problem solving.
- Solid skills selling and negotiating ICCA assets and services.
- Demonstrated calm, organized approach in all situations.
- Ability to create a courteous, friendly, professional work environment.
- Willingness to assume responsibility/accountability.
- Maintain high personal hygiene standards.



- Able to provide proof of employment eligibility or authorization to work legally in the United States.

Physical Environment

- Ability to be on your feet for long periods of time.
- Ability to bend, kneel, stoop, and reach arms overhead.
- Ability to lift 35 pounds unassisted.
- Ability to move freely around the ICCA campus and adjacent properties as needed.

Green Commitment

- Purchase and utilize “green” products and use “green” vendors when appropriate.
- Recycle cardboard, paper, packaging materials, ink cartridges, glass and plastics.
- Assist our guests in utilizing Recycling program.

About Us

Our Mission: Icicle Creek Center for the Arts is a place where learning, creating, and performing inspire and nurture the human spirit in a spectacular mountain setting.

Icicle Creek is an independent, non-profit organization not affiliated with any commercial enterprise. We are supported by contributions, grants and donations from individuals, corporations and foundations. Icicle Creek is an Equal Opportunity Employer, and does not discriminate on the basis of race, color, national origin, marital status, veteran’s status, sexual orientation, age or disability.

To Apply

Submit the following no later than 5:00pm on October 15, 2017:

- Cover letter
- Current resume
- Three professional references
- Salary requirements

Materials should be delivered electronically or by USPS to:

Icicle Creek Center for the Arts
ATTN: Rebecca Ryker, Executive Director
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