



Guest Services Event Staffing Manager

Salary: **\$35,000 annually or commensurate with experience**

KENTUCKY EXPOSITION CENTER

937 Phillips Ln
Louisville, KY 40209
Phone: 502.367.5000

KENTUCKY INTERNATIONAL CONVENTION CENTER

221 S Fourth St
Louisville, KY 40202
Phone: 502.595.4381

www.kyvenues.com

Governed by the Kentucky State Fair Board, Kentucky Venues' two major convention and exposition facilities – the Kentucky Exposition Center and the Kentucky International Convention Center – partner with regional, national and international clients to host world-class events. Kentucky Venues also produces signature events annually: Kentucky State Fair, World's Championship Horse Show, National Farm Machinery Show, Championship Tractor Pull, North American International Livestock Exposition, North American Championship Rodeo and All-In Hoopfest. Whether it be a trade show, convention, conference, live stage show, livestock exposition, an athletic tournament or a private event, Kentucky Venues has the event space to offer for a successful and memorable event experience.

The Kentucky Exposition Center, conveniently located at the airport exit just off of I-65 and I-264 in Louisville, is the agency's flagship venue. This 1.2 million square feet multipurpose venue and property is the home of historic Freedom Hall arena, the modern and expansive North and South Wings, Broadbent Arena, plus an impressive indoor livestock and multi-function exhibit space within the West Wing and Hall. The KEC and its staff produce the largest, continuously air conditioned indoor State Fair in the world. All types of events, concerts, conferences, seminars, meetings and livestock shows throughout the calendar year simultaneously take place on the KEC grounds. Additional features include an FAA-approved heliport, an indoor-outdoor horse show arena, and a shared facility with Kentucky Kingdom/Hurricane Bay Amusement Park.

Kentucky International Convention Center (KICC), located in the heart of downtown Louisville, is the agency's showcase venue. Nearing the end of a complete two-year renovation, KICC will reopen August 2018 to host a full calendar of major conventions, conferences, expos and private events. The remarkable new convention center will span over two city blocks, is within steps of Louisville's major hotels, restaurants and attractions and will continue to operate its two self-owned adjacent parking garages.

Position Description:

The Guest Services Event Staffing Manager is responsible for creating and maintaining a positive professional relationship with clients by working with them to determine staffing needs for events. This position works at both the Kentucky Exposition Center and the Kentucky International Convention Center in order to supervise the Guest Services staff members working the various events at each venue. This position will generate staffing invoices and communicate the costs of staffing an event with clients, completing the invoices in an accounting software module. Communication is a key ability in this position as the Guest Services Manager will speak with clients, event managers and groups of staff—coaching staff on handling issues as well as training staff in customer service best practices.

The Guest Services Event Staffing Manager is an organized individual who will analyze predicted event attendance and schedule temporary staff as needed.



Essential Functions:

- Supervise Guest Services staff during events.
- Communicate with clients regarding staffing needs.
- Build staffing calls in scheduling system and communicate them with scheduling manager.
- Maintain internal calendars and records for Guest Services department.
- Coach staff on any challenges that arise while on duty.
- Enforce new and current Guest Services and Kentucky Venues policies with staff and clients.
- Communicate effectively, orally and in writing, including use of a two-way radio.
- Effectively type and operate a computer and other office devices including calculators, telephones, copy and fax machines and printers; effectively use Microsoft Office including Excel, Outlook and Word
- Participate in business, facility and event operations including moving loads of up to 25 lbs as required.
- Function and work effectively within stressful situations and environments, particularly that of an event-based nature.
- Function and work effectively in an office setting with minimal to moderate noise levels as well as facility areas with moderate to loud noise levels where event functions and facility maintenance are taking place.
- Work a varied schedule, including typical weekday hours, evenings, nights, early mornings, overnight hours, weekends and holidays as required; frequently work more than a 40-hour workweek, contingent on facility and event requisites.
- Will need to be able to perform duties at multiple venues and move within facilities with or without accommodation
- Perform relative duties and manage other responsibilities as assigned.

Qualifications:

- Ability to effectively communicate, orally and in writing.
- Ability to work under pressure in a fast-paced environment and meet tight deadlines.
- Ability to adapt to quickly changing priorities.
- Ability to operate a computer and utilize Microsoft Word, Excel, PowerPoint and Outlook.
- Ability to handle multiple tasks and priorities simultaneously, having exemplary customer service skills.
- Willing and able to work a varied schedule, typically within weekday hours, but also contingent on event and facility requisites, evenings, late nights, early mornings, weekends, holidays, long days and more than a 40-hour workweek.
- Is detail-oriented, having strong organizational skills, and proficient interpersonal skills.

Minimum Requirements:**Education:**

- Bachelor's degree from an accredited college or university with major course work in hospitality, guest relations or related field.
- Experience in guest relations, sports & entertainment facility operations may substitute for desired education.

Experience:

- At least two years of guest relations and/or operations experience for a major event or entertainment facility.
- At least two to three years of supervisory responsibility.

Additional Requirements:

Applicants and employees in this job title may be required to submit to a drug screening test and background check.

Application Process:

Interested applicants should email a cover letter, résumé and at least three professional references to:

Paul Herberg
Director of Human Resources
Kentucky Venues
paul.herberg@kyvenues.com

The subject line of the email shall state “KY Venues Guest Services Event Staffing Manager”.

THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, DISABILITY, SEXUAL ORIENTATION, GENDER IDENTITY, GENETIC INFORMATION OR VETERAN STATUS. REASONABLE ACCOMODATIONS ARE PROVIDED UPON REQUEST.