

JOB INFORMATION

Job Title:	Event Supervisor	Department:	Front of House
Reports To:	Event Manager	FLSA Status:	Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>
Prepared By:	Human Resources	Date Prepared:	August 2022
Approved By:	Executive Director	Approved Date:	

SUMMARY

We are looking for energetic people to join our Event Supervisor Team at the Ames Center in Burnsville!

The Event Supervisor is responsible for Leadership of the Event Staff, Patron Safety and Security while ensuring a positive Guest experience. Also acts as Manager on Duty as assigned. This is a working supervisory position.

Pay rate begins at \$17/hr.

Ideal candidate will:

- Have a flexible schedule and willingness to work a combination of daytime, night, and weekend hours (depending on the event load)
- Have an interest in performing arts/theatre/concerts
- Have customer-service experience with a fun, friendly attitude, and professional demeanor
- Work cooperatively and foster collaboration

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Leadership of Event Staff including oversight of daily event operations, assigning working locations and assisting Event Manager with employee evaluations.
- Coordinate day-of event operations and ensure event runs smoothly
- Enforce venue policies/procedures.
- Complete event, incident, and accident reports.
- Address patron complaints and resolve problems.
- Act as primary contact and Ames representative with client and staff during events.

QUALIFICATIONS

- This position requires excellent skills in customer relations, communications and problem solving.
- Qualified applicants must be available to work a flexible, event-based schedule (including weekdays, weekends, nights, and some holidays)

SUPERVISORY RESPONSIBILITIES

Employee will supervise other part-time employees and volunteers and is responsible for the overall direction and coordination of these employees.

EDUCATION and/or EXPERIENCE

- High School diploma, GED or equivalent.
- Customer service and supervisory experience in theatre, hospitality and/or other related fields desired.

LANGUAGE SKILLS

- Ability to:
 - Speak and understand English
 - Read and interpret documents such as instructions, policies, and procedures.
 - Write routine reports
 - Deal effectively and courteously with the general public