



## Venue Manager – Octagon Barn Center

Position Type: Regular Full time/Hourly, Non-Exempt

Starting Salary Range: \$24 - \$28 per hour, DOE

Benefits: Health, dental, and vision insurance contribution, opportunity to participate in organization's 401K including employer match, Paid Time Off (PTO), and paid holidays

### Overview

The **Venue Manager** interacts directly with inquiring members of the public, including private and corporate clients, for the purpose of securing and holding events at the Octagon Barn Center, from initial inquiry to the execution of each event. These inquiries may include, but are not limited to, corporate meetings, community events and weddings. This position is directly responsible for providing logistical support and resources to clients, ensuring a positive client experience. The Venue Manager reports to the Community Engagement Director.

Please refer to the Job Announcement to review workforce mission statement of The Land Conservancy of San Luis Obispo County and additional benefit details.

### Essential Duties of the Job

#### Venue Management (60%)

Serve as the primary representative for the venue responsible for seeing clients through the booking process, securing and communicating agreements, and interfacing with vendors. Monitor events on property the day of the event, ensuring that the terms of the agreement are followed. Oversight and management includes:

#### Public and Private 3<sup>rd</sup> Party Events

1. Interface directly with client(s) through email, phone and in-person visits to provide information regarding parameters of events, vendors and property.
2. Clearly communicate protocols and expectations with clients and their guests and ensure that closing checklists are complete by the end of the event.
3. Ensure that necessary documentation is on file for renters and vendors, such as insurance and ABC compliance.
4. Oversee all vendors involved, coordinate vendor orientations, procedures and expectations in the pursuit of well executed events, updating the Preferred Vendor list appropriately.
5. Schedule appropriately to avoid conflicts across tours, public and private events, vendor arrivals, deliveries & pickups, internal events, and maintenance needs.

6. Work varied hours and on weekends and holidays as needed by the booking schedule.
7. Monitor and plan work weeks to adhere to state and internal labor laws and rules.
8. Update internal calendars and OBC website to ensure staff and public awareness of events as appropriate.
9. Maintain Event Temple database for contracts, payments, and accurate event details used for Key Progress Indicators and other internal reports.
10. Maintain oversight of the use and status of all equipment owned by LCSLO, ensuring their proper use and storage, reporting any issues for the purpose of maintenance.
11. Develop a working knowledge of technology and basic utility functions at the OBC to be able to troubleshoot problems as they arise; request support from Facilities Manager, directors, and utility companies when needed.
12. Identify any safety risks and implement safety measures and risk management strategies.
13. Participate in meetings as required with LCSLOC staff, providing details and recommendations as they relate to events and bookings at the OBC.
14. Regularly update check lists for clients and site policies as new issues arise and make sure changes are updated on LCSLO's internal server.
15. Represent the interests of LCSLO, balancing special needs of renters, fairness and profitability of venue.

### **Internal Events**

Work closely with staff and volunteers to plan and execute LCSLO events at the OBC including tasks such as:

1. Research quotes and secure booking of caterers, equipment, furniture, shuttles, etc.
2. Create layouts and timelines for optimal event flow.
3. Manage pre and post event set up crew for LCSLO events. Ensure that event checklists are complete by the end of the event (opening & closing procedures check list).

### **Marketing and Industry Awareness (25%)**

1. Promote the location and events through a variety of marketing channels.
2. Create engaging social media content, requesting event and venue content from event photographers.
3. Build relationships with members of local Wedding Industry Professionals groups for the purposes of networking, maintaining awareness of industry practices, and keeping the OBC relevant and in good standing with vendors, coordinators, etc.
4. Research other venue policies and costs, propose updates and improvements to the supervisor.
5. Update and post necessary information to the Octagon Barn Center website.

### **Outreach and Docent Program (10%)**

1. Provide oversight, support and scheduling for docents for the docent program at the OBC.
2. Support and coordinate with the lead historian to update the Docent Manual and train new docents.
3. Work in conjunction with the Volunteer and Events Coordinator to advertise tours, encourage school groups, recruit new docents, maintain necessary forms and paperwork required for all LCSLO volunteers,
4. Ensure venue is presentable for tours by ensuring organizational requirements are met by renters before and after tour days.

### **Administrative and Other (5%)**

1. Assist with other event management on behalf of The Land Conservancy as needed at other sites and in close coordination with the Community Engagement Director.
2. Assist with miscellaneous projects and tasks in other program areas as needed.

### **General Duties -**

1. Regularly communicate needs with all Directors and Managers, balance demands of multiple tasks and projects.
2. Provide own transportation to Land Conservancy field, office facilities and Octagon Barn Center.
3. Be mindful of personnel policies and procedures.
4. Be respectful and professional; avoid behavior that would interfere with the work of others.
5. Maintain a professional separation between work and personal activities.
6. Maintain complete confidentiality at all times.
7. Take direction from supervisors; implement suggested changes in the job functions and procedures in a prompt and respectful manner.
8. Identify problems and suggests solutions.
9. Be conscious of safety hazards and report issues to supervisor immediately.

### **\*\*Required Qualifications**

1. Minimum of four years of experience in event related position required.
  - a. Any equivalent education, which provides the required knowledge and abilities, may be substituted for two years of the required experience.
2. Strong project management and problem-solving skills.
3. Possess excellent oral and written communication skills, leadership ability, and be able to analyze data results and create ad-hoc reports upon request.
4. Ability to initiate and coordinate numerous activities with little or no supervision and be able to handle problems as they arise.
5. Ability to manage numerous projects simultaneously, meet deadlines, and work with staff from various program areas.
6. Strong creative, strategic, analytical, organizational skills.
7. Willingness to contribute positively to team meetings and implement organizational priorities.

### **Preferred Qualifications**

1. Bachelor's degree in event management, hospitality, or similar preferred.
2. Knowledge of local event industry non-profit sector and local, county-wide issues.
3. Proficiency with Event Temple or other event management software.
4. Proficiency with Microsoft Office programs.

### **Reporting Responsibilities**

The Venue Manager reports directly to the Outreach Manager and is part of the Outreach and Development Program.

### **Standard of Performance**

The Venue Manager, in accordance with the listed Job Functions, will be evaluated based on a standard evaluation form at completion of a 90-day orientation period, followed on an annual basis thereafter.

Evaluations will be conducted through a meeting with the Executive Director and Outreach Manager (and Deputy Director, as needed) and will be documented in a narrative, letter format.

### Physical Job Requirements

To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the Essential Duties of the job. "F" for frequently; "O" for occasionally; "N" for not at all.

#### Physical

On the job the employee must:

- (O) Bend
- (F) Sit
- (O) Squat
- (O) Stand
- (O) Crawl
- (F) Walk
- (N) Climb
- (O) Push/Pull
- (O) Kneel
- (O) Handle objects
- (O) Reach above shoulder level
- (F) Use fine finger movements
- (O) Other: Operate power equip.

Must carry/lift loads of:

- (F) Light (up to 25lbs.)
- (O) Moderate (25-50lbs.)
- (O) Heavy (over 50lbs.)

#### Mental

On the job the employee must be able to:

- (F) Read/comprehend
- (F) Write
- (F) Perform calculations
- (F) Communicate orally
- (F) Reason and analyze
- ( ) Other \_\_\_\_\_

#### Environmental

On the job the employee:

- (O) Is exposed to excessive noise
- (O) Is around moving machinery
- (O) Is exposed to marked changes in temperature and/or humidity
- (O) Is exposed to dust, fumes, gases
- (O) Drives motorized equipment
- (O) Works in confined quarters
- (N) Other: Works with chemicals including toxic glues and herbicides.