

Humboldt County Office of Education

CONFERENCE CENTER ASSISTANT MANAGER
Management

Position Summary

Under general direction of the Conference Center Manager, serves as assistant manager for all Sequoia Conference Center activities, including but not limited to facilitating meetings, professional development, conventions, and other public and private events. The Conference Center Assistant Manager is responsible for all aspects of facility operations including booking, contract preparation, collecting payments and permits, pre- and post-event inspections, inventory control, final billing, financial reporting, and the use of technology. This includes the supervision and coordination of assigned staff, oversight of all procedures, and troubleshooting problems to ensure each event operates smoothly.

Examples of Duties and Responsibilities

Assists in the oversight of the Sequoia Conference Center operations; insures policies and procedures are followed; greets the public and works with parties interested in utilizing the facility; provides information on services and spaces available; gives tours to showcase the facility; and engages in promoting the conference center as assigned.

- Meets with prospective and actual clients regarding all aspects of the Sequoia Conference Center. Provides packets of information as needed.
- Checks availability and schedules room utilization as appropriate to reflect set up, event and post-event cleanup.
- Prepares contracts and reviews fees and other requirements with clients.
- Coordinates with clients and collects deposits, insurance certificates, health and/or alcohol permits, signed contracts and payment for charges incurred.
- Meets with clients and conducts pre-event and post-event inspections.
- Assesses any additional costs (cleaning, photo-copying, etc.), invoices the client, and maintains payments.
- Coordinates with the Information Technology Department to schedule technical staff to meet customers' special needs when necessary.
- Coordinates with the Director of Maintenance and Operations regarding facility needs and personnel for general maintenance and booked events. The Conference Center Assistant Manager's role is to help insure a clean, safe and well organized facility which will require the assistant manager to perform routine cleanup duties from time to time.
- In the absence of the Center Manager, oversees all required facilities, room set up, equipment and technical support. This includes directing staff and services, assisting guests and insuring the event runs smoothly. Helps with set up, supervises decoration to insure compliance with Center policies, and processes orders.
- Meets with potential caterers and vendors to review facility requirements, completes all training, and gathers required documents prior to facility use.
- As assigned, helps market and promote the facility through the use of social media including but not limited to Facebook, Twitter, the Humboldt County Office of Education's website, and through the development of appropriate printed materials.
- Supports the Center Manager in working with hotels, community organizations, vendors and travel services.
- Assists in maintaining account receivable balances, tracking deposits and expenditures and filing financial reports.
- Serves as a member of Leadership Council.
- Actively engages in an ongoing program of professional development to maintain and improve management skills and leadership abilities.

- Recommends new procedures and changes in existing procedures governing the implementation and management of the department.
- Performs other duties as assigned.

Experience and Education

- Combination of education, training and/or experience which demonstrates ability to perform the duties as described. A Baccalaureate degree while not required is desirable, particularly in an aligned area of responsibility such as Business Administration or Hospitality.
- Clerical and/or accounting experience with evidence of increasing responsibility and complexity is required.
- Prior experience with large scale event planning, such as wedding/party planning, and/or convention services, is highly desired.
- Experience in filing, records, data management and invoicing.
- Intermediate or higher level of experience with Microsoft Office 2010 (or later version) is required.
- Skilled in the use of social media including Facebook and Twitter.
- Experience with a broad range of standard office equipment including fax, copier, iPads, etc.

Ability to:

- Present a consistently positive professional image to clients and co-workers.
- Review and book meeting room calendars and coordinate all paperwork and documents related to room use/rental.
- Offer planning tips to improve event logistics for all clients.
- Prepare usage and financial reports.
- Analyze problems and recommend solutions.
- Handle multiple tasks effectively, with tact, courtesy and a high degree of customer sensitivity.
- Perform clerical work involving the use of independent judgment and requiring speed and accuracy.
- Work under pressure to meet deadlines.
- Coordinate the work of other internal staff and vendors to meet event deadlines.
- Work independently and effectively with limited direction.
- Communicate effectively, orally and in writing, with a varied clientele including the general public, educational and business entities, nonprofit organizations, etc.
- Interpret and explain conference center usage information in a clear and concise fashion.
- Lift up to 60 pounds; climb ladders to access materials, decorate facility for seasonal promotions, set up equipment such as tables, chairs, etc.
- Work flexible hours as needed (often requiring nights and weekends, and possibly holidays).
- Obtain proficiency with all technologies within the center.
- Make effective small and large group presentations often involving the use of complex technologies.

Knowledge of:

- State and local laws and regulations and HCOE policies regarding conference center usage.
- General accounting structures and procedures, recordkeeping, and electronic financial software.
- Safe work practices, including physical set up of heavy equipment.
- Efficient and effective office methods, practices, procedures, and technologies.
- Proper English, spelling, grammar and punctuation.
- Receptionist and phone etiquette.
- Positive customer relations and service skills.
- Social media for business, professional and promotional use.
- Operation and use of moderate to complex audio-visual and computer technologies.
- Proper supervision and/or training techniques.

Skills desired:

- Organizational skills to set priorities, define tasks, schedule and coordinate activities and functions, develop procedures and complete assignments.
- Ability to effectively coordinate and lead the work of others.
- Ability to multi-task and to meet deadlines consistently.
- Human relations skills to establish and maintain cooperative relationships with those contacted in the course of work assignments.
- Oral communication skills to communicate effectively with HCOE staff, school personnel, and the general public demonstrating tact, diplomacy and sensitivity to individual concerns.
- Written communication skills to prepare clear, concise letters, memos and other written documents with correct grammar, punctuation, and spelling.
- Decision making skills to exercise independent thinking, good judgment, and problem resolution.
- Reading comprehension skills to interpret policies, administrative regulations and programs to accurately explain them to others.
- Recordkeeping skills to establish and maintain file systems and procedures.

Physical Requirements *(Consideration will be given to reasonable accommodation for the following physical requirements.)*

Sufficient vision to read printed materials; sufficient hearing to conduct in-person and telephone conversations; sufficient mobility to move about the county office and other sites as may be required; ability to speak in an understandable voice with sufficient volume to be heard in normal conversation distance, on the telephone, and to address groups of varying sizes; physical and emotional stamina to cope with sometimes stressful situations and conditions.

Additional Requirements

Individuals who serve in management positions provide services in the office as well as in various sites throughout the county, sometimes serving multiple sites in a single workday. Public speaking skills, group problem solving and leadership ability, the ability to communicate effectively in writing, the capacity to maintain personal demeanor during periods of peak work flow and perform efficiently within restricted timeframes are critical factors for success in this position.

Other Position Requirements

The Conference Center Assistant Manager must be prepared to be physically active and work under tight deadlines. Coordinating events is a high demand and high intensity job, requiring effective multi-tasking, decision making and problem solving in a timely manner.

While there will be a basic work day/week established for the position, the Conference Center Assistant Manager must be willing to modify those standard work hours on a daily or weekly basis in order to meet the needs of facility operations. Evening and weekend work will be required periodically based on facility use.

Salary

Schedule A/Class 1

Reviewed: 6/17/16