



Job Description

Section 1 – Position Description

<i>Position Title</i>	Events Manager – Maternity Leave Cover
<i>Location</i>	Whitehorse
<i>Full or Part time?</i>	Full Time
<i>Salary</i>	Commensurate with experience
<i>Position Status</i>	Term Position 12-16 Months – Maternity Leave Cover

Section 2 - Position Summary

Reporting to the Executive Director, the Events Manager is responsible for the booking, planning, overall coordination, and profitability of rental events at the KDCC. In conjunction with the Executive Director, and Cultural Programs and Marketing Manager, this position develops marketing and promotional strategies for KDCC.

Section 3 - Principal Duties and Responsibilities

Principal duties and responsibilities are interpreted as being descriptive and not restrictive in nature.

1. The Events Manager is responsible for the booking, organizing, planning, implementing and profitability of rental events at the KDCC in conjunction with the Operations Manager, Events Coordinator, Kitchen Coordinator and Client Services Supervisors.

The Events Manager will work to ensure rental clients' needs are met and quality customer service is provided by:

- a. Communicating and meeting with the general public and/or business representatives to book dates, and arrange and organize event space and event packages for the KDCC;
- b. Conducting site tours for prospective rental clients;
- c. In cooperation with the Events Coordinator manage the overall bookings calendar, including confirming holds and waiting lists, negotiating between clients for dates, confirming/releasing dates and managing the accuracy of the bookings calendar;
- d. Receiving requests for donations, discounts, and sponsorships. Working with the Executive Director to review/approve/reject and follow up with clients with answers;
- e. Conducting event intakes with clients to create bookings to determine requirements to produce accurate quotes and contracts for events as well as preparing detailed paperwork for the events implementation team, including identifying and confirming requirements for rooms required and for what purpose, schedule/timing of events, capacity, layout, décor and audio-visual services;



- f. In coordination with the Kitchen Coordinator and Client Services Supervisors, organize catering and bar services (from KDCC or other vendor), including confirming menu selection, numbers and timing for the services required;
 - g. Working collaboratively with third party event planners, suppliers and vendors to confirm rental client needs and schedules, and to produce quotes for supplies and services as required;
 - h. Coordinating with the Operations Manager and Client Services Supervisors to book additional staff for AV, security, dishwashing and/or contractors;
 - i. Reviewing post-event reports in conjunction with team members to determine system improvements and implement changes as appropriate;
 - j. Providing post-event debriefs with rental clients as required;
 - k. Overseeing creation of client invoices in conjunction with the Finance and Administration Coordinator and Events Coordinator and reviewing all invoices for accuracy;
 - l. Receiving and processing payments for rental events clients in conjunction with the Finance and Administration Coordinator and Events Coordinator;
 - m. In collaboration with the Executive Director prepare and manage annual marketing and events budgets;
 - n. Implementing policies, procedures, training manuals and systems for operation of events team in collaboration with the Client Services Supervisors;
 - o. Support and assist the Cultural department with the organization of internal events and/or programs as required;
 - p. Responding to appropriate Request for Proposals for events and space requirements;
 - q. Creating and updating rental rate sheets for rooms, equipment and services offered;
 - r. Organizing and implementing training and team building sessions for employees in collaboration with the management team;
 - s. Act as on-call supervisor for evenings and weekends on a rotating basis with the Events Coordinator and the Client Services Supervisors;
 - t. Managing and supervising the Events Coordinator, Kitchen Coordinator and, in conjunction with the Operations Manager, the Client Services Supervisors and indirectly supervising the Client Services team.
2. May be required to attend a wide variety of functions such as trade shows within Whitehorse and in and outside the territory to promote the KDCC and develop and maintain relationships with potential rental event clients.
 3. Collaborate with the Cultural Programs & Marketing Manager to facilitate cultural programming as required.
 4. In collaboration with the Executive Director and the Cultural Programs & Marketing Manager, prepare and present materials for tradeshow and public promotional events that are consistent with KDCC's strategic plan, branding, policies and standards.



5. In collaboration with the Executive Director and the Cultural Programs & Marketing Manager, provide materials and guidance to answer media requests and coordinate media tours and interviews.
6. Maintaining up to date knowledge of competitors and opportunities in the marketplace.
7. In collaboration with the Cultural Programs & Marketing Manager oversee the KDCC website and social media accounts.

Section 4 - Specific Accountabilities

What are the expected end results of this position, i.e. what are the impacts of performing the Principal Duties and Responsibilities?

The impact of this position on the community and the organization is significant. The Events Manager is responsible for ensuring that the Events Department operates in a positive, efficient, client-centered manner, ensuring that rental clients receive impeccable and professional service from first contact through to final communications following an event. This position engages in regular direct contact with clients and guests of the facility and ensures that the facility maintains a positive reputation as a world-class facility.

The position collaborates on marketing of the KDCC with the management team and is responsible for ensuring that event planning is carried out efficiently and effectively.

Section 5 - Decision Making

The Events Manager, in collaboration with the Executive Director, establishes the goals and objectives of this position. The incumbent works with the Executive Director and the Cultural Programs & Marketing Manager to ensure that marketing and event policies are fairly and consistently applied. The position is expected to adhere to established policies and procedures but must use the independent judgment in resolving difficult issues. The position is accountable for the effective delivery of event plans and initiatives and has a direct impact on the economic development, visibility and perception of the Kwanlin Dün Cultural Centre.

Section 6 - Personal Suitability

This position requires an individual who is outgoing and able to maintain a positive personality at all times when dealing with clients, customers, staff and other guests of the facility. The successful applicant will have outstanding management, interpersonal and communication skills, and a strong ability to work as part of a team as well as in a leadership position.



This position requires exceptional attention to detail and time management skills, as well as strong organization and information management skills. The incumbent will possess strong knowledge and experience in event planning and management, and have a passion for providing outstanding customer service and ensuring the success of every event.

This position requires an individual who is reliable, diplomatic, and confident, and who is able to work well with initiative under extreme pressure and multiple tight deadlines.

Section 7 – Qualifications

Education and Experience:

- Post secondary education in Business, Communications, Performance Arts, Tourism, First Nation Studies combined with extensive experience in event planning/management or an equivalent combination of education, training and experience;
- Minimum of 5 years of event and marketing management experience;
- Strong knowledge of the local conference and events planning industry;
- Excellent verbal, public and written communication;
- Strong budget management skills;
- Efficient, consistent team player;
- Marketing and promotional skills;
- Innovative problem solving and puzzle solving skills;
- An out-going, people-oriented personality;
- Project management experience;
- Demonstrated planning and organizational skills;
- Excellent attention to detail;
- Ability to take on responsibility and use initiative to prioritize and work effectively, under pressure and to tight deadlines;
- Enthusiasm and adaptability;
- Ability to work in a cross-cultural environment;
- Knowledge of Kwanlin Dün First Nation’s history, culture, demographics, goals and aspirations is required for success in this position.

Management Skills:

- Ability to manage a heavy workload and establish priorities;
- Mediation and dispute resolution skills;
- Well-developed time management and organizational skills;
- Employee and HR management skills;
- Computer software skills in MS Word, Excel and others.



Interpersonal Skills:

- Outgoing and ability to maintain a positive personality at all times when dealing with clients, customers, staff and contractors;
- Ability to establish and maintain positive professional working relationships with staff, clients and the public;
- Willingness to assist superiors, co-workers and subordinates in carrying out and completing programming tasks;
- Ability to motivate people and work in a team environment;
- Excellent oral and written communication skills.

Section 8 – Working Environment

The position works in the KDCC and there will, from time to time, be the requirement for overtime when working on projects or attending after hours meetings/events. There is a constant need to meet regular and critical deadlines. Occasionally deals with angry, upset individuals who feel their needs are not being met. The incumbent is required to maintain a regular weekday schedule while also being available for occasional evening and weekend work.

This position works in an indoor environment approximately 95% of the time, though occasional outdoor work is required in all seasons. This position is required to spend approximately 85% of the day sitting at a desk, with about 15% spent standing, walking, and occasionally lifting and moving equipment and furniture. Physical and mental effort is required to sit and focus for long periods of time.

Section 9 - Conditions of Employment

Confidentiality is a condition of employment for all Kwanlin Dün Cultural Centre personnel. Failure to comply may result in dismissal. Employees are expected to follow all workplace guidelines and rules in a harmonious and cooperative manner. Employees are expected to work in a team environment and assist the team in creating future success for the KDCC.

1. Employees must sign a Code of Conduct and Ethics, an Employee Conflict of Interest Agreement and an Oath of Confidentiality
2. Class 5 Driver's License
3. Criminal background check may be required
4. Willingness to be trained in First Aid and CPR
5. Willingness to work variable hours, weekends and occasionally long hours.



Section 10 – Dress

Working attire will consist of standard professional business attire.

Section 11 – Hours of Work

1. 37.5 hour work week, Monday through Friday.
2. Overtime after 8 hours per day or 40 hours per week at a rate of 1.5 (overtime may be banked as in-lieu if preferred)
3. Overtime must be approved by a Supervisor

Section 12 – Documents

1. KDCS Code of Conduct and Ethics, Employee Conflict of Interest Policy and an Oath of Confidentiality Agreement
2. Appendix 6: Employee Intake Form
3. TD-1 Form
4. Direct Deposit Form

Section 13 – Confidentiality

1. The employee will maintain confidential information in strict confidence and will not disclose any information concerning the operations of the Kwanlin Dün Cultural Centre or the Kwanlin Dün First Nation Government to any third party.
2. The terms contained within this document are to remain private.
3. Failure to adhere to these policies will result in immediate termination.

Section 14 – Termination and Probationary Period

During the Probationary Period (as outlined in the Letter of Offer), written notice of termination may be given at any time. Following the Probationary Period, KDCS may terminate this Agreement in its entirety, at any time and for any reason, upon two weeks prior written notice to the Employee. Successful completion of the Probationary Period is not connected to any commitment for an increase in wages (raise).



Section 15 – Signatures

The above information on this description has been designed to indicate the general nature and level of work to be performed by the employee. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities assigned to this job.

<p>Executive Director: I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p> <p>Executive Director: _____</p> <p>Date: _____</p>	<p>Incumbent (where applicable): I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.</p> <p>Incumbent: _____</p> <p>Date: _____</p>
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