



Job Title: Event Services Manager

Department: Event Services

Reports to: Event Services Director

FLSA Status: Exempt

Job Status: Full Time Year Round

Hours: Days mainly; Nights for special events

Updated 7/23/2015

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Job Summary: Responsible for performing, coordinating, directing and managing day to day operations of events for Squaw Valley and/or Alpine Meadow in accordance with Company standards.
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Essential Job Responsibilities/Duties/Tasks include the following; other duties may be assigned:

1. Responsible for overall direction, coordination and evaluation of Event Services department including interviewing, hiring, training, evaluating, coaching and progressive discipline of event crew and coaches in accordance with Company guidelines.
2. Executes service excellence through collaboration, coordination, and impeccable communication with event participants, event promoters, Master's program participants, sponsors, staff, and vendors.
3. Organizes, maintains, and circulates resort event schedule including mountain, base area, as well as programming/animation events and promotions, and is responsible for effectively communicating event plans and changes.
4. Participates in event committee meetings and reviews event pro-forma details while providing feedback and guidance related to proposed events.
5. Follows up on payments and ensures that all accounting for the department are in order. Oversight and responsibility for the Event Services budget. Including development of event specific pro-forma's, business case analysis of potential events and event contract development and management.
6. Carries out supervisory duties in accordance with Alpine Meadow/ Squaw Valley's policies and applicable laws including timely payroll submissions, safety meetings, and guest service standards.
7. Project management skills where individual leads the full cycle of an event delegating resources and ensuring all programming details are fulfilled and executed flawlessly.
8. Responsible for creating and maintaining labor and equipment budget.
9. Determines work priorities, prepares work schedules, and expedites workflow for events.
10. Prepares and distributes detailed company-wide event prospectus outlining event details including specific instructions related to operations, hours of operation, traffic flow, event lay out, etc. in a timely manner.
11. Assigns duties and examines work for safety, exactness, and conformance to policies and procedures.
12. Studies and standardizes procedures to improve efficiency of subordinates.
13. Maintains harmony among workers and resolves grievances.
14. Responds to customer and management complaints.

NOTE: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities associated with this job.

15. Performs or assists subordinates in performing duties.

Management Responsibilities:

1. **Leadership:** Manage a team of 30-40 employees. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
2. **Integrity & Compliance:** Comply with Federal and California Labor law in phases of the payroll and employment process; from hiring through termination, as well as all Company policies & procedures.
3. **Commitment to Service:** Achieve continuous improvement in operational objectives by implementing production, productivity, quality, and customer-service standards. Contribute information and recommendations to strategic plans and reviews
4. **Financial:** Responsible for creating and maintaining labor budget. Check and manage payroll for overtime, compliance with labor model. Meet financial objectives by forecasting requirements, preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
5. **Safety:** Establish, implement, and enforce safety standards in accordance with company policies and procedures as well as State & Federal laws.

Competencies and Job Requirements:

Required:

1. **Communication:** Able to communicate effectively in writing and verbally across all levels of the organization. Able to effectively present information to management, employees, and customers.
2. **Organization:** Demonstrate ability to proactively prioritize needs, put first things first, and effectively manages resources and time. Excellent organizational and problem solving skills with the ability to handle multiple tasks.
3. **Reasoning Ability:** Able to make independent judgments which have considerable impacts on the organization. Able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
4. High level of interpersonal skills to handle sensitive and confidential situations and documentation.
5. Working knowledge of computers including MS Office (Word, Excel, Outlook, Access)
6. Able to make independent judgments which have considerable impacts on the organization.
7. Strong organizational skills and attention to detail
- 8.

Education and Experience:

Required:

1. College degree in related field such as Business Administration or Recreation.
2. Two years of event management or promotions experience and/or training; or equivalent combination of education and experience

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3. One year supervisory experience

Preferred

1. Experience with USSA event management.
2. Ski or snowboard racing experience.
3. Resort operations experience.
- 4.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, talk, see, hear, and ski. Must be capable of walking, standing and skiing 90% or more of a normal 8 hour work shift. Must be capable of occasionally carrying, lifting, pushing or pulling up to 50lbs. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perceptions and the ability to adjust focus.

Working Conditions:

Indoor/Outdoor: While performing the duties of this job, the employee will continuously be exposed to outside weather conditions. The employee will frequently be exposed to extreme cold, wetness and/or humidity, and occasionally blizzards and extreme storm conditions.

Hazardous Materials/Noise: The noise level in the work place is usually moderate.

Equipment Used in Job: Skis and/or Snowboard, ski race equipment, timing equipment, hand radio.

Chart: Physical Requirements

	1-10lbs	11-25lbs	26-50lbs	51-100lbs
Maximum Weight Lifted			X	
	Not Required	1/3	2/3	More than 2/3
Lifting, Carrying, Pulling, Pushing Frequency		X		
Standing Frequency			X	
Walking Frequency			X	
Sitting Frequency		X		
Skiing/Snowboarding Frequency			X	
Using Hands/Fingers				X
Using Hands to Feel				X
Reaching w/ Hands/Arms			X	
Climb or Balance		X		
Stoop, Kneel, Crouch or Crawl		X		
Talk or Hear				X
Taste or Smell	X			

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Vision

Close	Distance	Color	Peripheral
X	X	X	X
Depth Perception		Ability to Adjust Focus	
X		X	

Job Description Approvers

Manager/Supervisor Name & Title: _____ Date: _____

Department Director Name & Title: Sid Crockett Date: 8.5.14

HR Manager or Director Name & Title: Hannah Joyce Date: 8.5.14

Employment with Squaw Valley Resort, LLC and Alpine Meadows Ski Resort, LLC is “at will” for no definite period of time. The employee may terminate employment at any time without notice or cause, and so too can Squaw Valley Resort, LLC and Alpine Meadows Ski Resort, LLC terminate employment relationship at any time without notice or cause.

Employee Signature: _____ Date _____

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