



Position: Event Manager
Facility: Pennsylvania Convention Center
Location: Philadelphia, Pennsylvania

POSITION: Event Manager
DEPARTMENT: Event Services
REPORTS TO: Director of Events
FLSA STATUS: Salaried Exempt

Summary:

SMG, the leader in privately managed public assembly facilities, has an excellent and immediate opening for the Event Manager for SMG Pennsylvania Convention Center. In this role, you will plan, direct, organize, manage, and coordinate the activities of the Event Services Department through achieving external clients' goals and understanding the needs of internal clients. Responsible for the attainment of short-term and long-term financial goals, strategies, plans and policies.

Essential Duties and Responsibilities:

- Act as a liaison between clients and PCC/SMG departments & PCC/SMG service partners.
- Conduct and attend client site, pre-conference, planning meetings and post event meetings.
- Assess client needs, obtains and organizes detailed information and requirements from clients, and manages the event as it relates to production internally.
- Provide exceptional customer service, hospitality, and prompt attention to the clients' needs.
- Provide timely and accurate information necessary to produce the event.
- Manage multiple events and phases of event production.
- Act as key contact with the customer for communication and logistical requirements.
- Coordinate and distribute client event needs with internal departments.
- Develop and adhere to event policies and procedures for the department.
- Create and develop event manifests, work orders, assists clients with room sets, A/V requirements, food & beverage recommendations and labor needs.
- Ensure clients and contractors follow contractual terms and facility guidelines.
- Plan and review client and contractor event specifications, including all needs and deadlines.
- Monitor events to make sure that everything runs according to plan.
- Collaborate with the Pennsylvania Convention Visitors Bureau (PCVB), contractors, and internal partners.
- Manage event related decisions based on PCC/SMG policies and procedures.
- Maintain awareness and knowledge of surroundings to prevent accidents, especially while on the exhibit hall floor.
- Oversee equipment rentals of PCC/SMG owned equipment to clients; including chairs, tables, risers.

- Coordinate assigned events and interfaces with managers of other events scheduled during the same period to avoid any conflicts in overall production.
- Notify Director of Event Services if facilities or equipment are in need of repair or replacement.
- Attend and participate in workshops, seminars, meetings, and other training programs to keep abreast of current practices.
- Accessible through email, phone, or cell phone 24 hours per day, including holidays, in the event of an emergency situation impacting the assigned events.
- Know and model the operating policies and procedures of the Pennsylvania Convention Center and the PCC/SMG Code of Ethics.
- Operate across several disciplines and deals with a wide variety of situations.
- Perform related work as required by job assignment.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Bachelor's Degree in hospitality, business, facility management or related field
- Minimum 3 years of experience in the hospitality industry and/or customer service
- Minimum 3 years of event planning, meeting planning, or production experience
- CMP (Certified Meeting Planner) - preferred

Skills and Abilities

- Exceptional interpersonal, organizational, communication (both written and verbal), and presentation skills
- Excellent negotiation skills
- Excellent business judgment and willingness to make timely decisions
- Excellent planning, organizing, and prioritizing work activities, using time efficiently and develop realistic action plans
- Ability to respond effectively to the most sensitive inquiries or complaints
- Ability to multi-task effectively and efficiently
- Must be self-motivated
- Ability to work within the Ungerboeck Event Management software (EBMS) application (after training)
- Ability to identify and resolve problems in a timely manner gathers and analyzes information accurately and skillfully
- Must be energetic, forward-thinking, creative individual with high ethical standards

- Ability and willingness to work irregular schedules and hours in fast-paced environment
- Must portray an appropriate professional image and attitude
- Strong computer skills

Physical Demands

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 required to walk extensively, occasionally required to kneel, climb to high walkways or balance. The employee must occasionally lift and/or move up to 50 pounds.

Note

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

To Apply

This position offers a competitive salary and benefit package. **Please send a copy of your most recent resume and cover letter which includes salary requirements to:**

Nikia Jackson - HR
PA Convention Center
1101 Arch Street
Philadelphia, PA 19107
Email - jobs@paconvention.com
Fax 215-418-4823

Applicants that need reasonable accommodations to complete the application process may contact- 1-800-428-9000.

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.



Position: National Sales Manager
Facility Name: PA Convention Center
Location: Center City Philadelphia

POSITION: National Sales Manager
DEPARTMENT: Sales, Marketing, and Convention Services
REPORTS TO: Director of Sales, Marketing and Convention Services
FLSA STATUS: Salaried Exempt

Summary:

SMG, the leader in privately managed public assembly facilities, has an excellent and immediate opening for a National Sales Manager for SMG PA Convention Center. The National Sales Manager shall be responsible for the overall sales effort (18 months or less) and to also represent Pennsylvania Convention Center Authority (PCCA) in the Sales Partnership with the Philadelphia Convention and Visitors Bureau in the Chicago and Midwest Territory in conducting activities of the Sales and Marketing Department to include but not limited to: Scheduling events, customer contact, lead generation, pursue qualified sales calls/leads and such other functions and duties as required by the Director of Sales and Marketing that will maximize the bookings of meetings/conventions for the Pennsylvania Convention Center. The National Sales Manager reports to the Director of Sales and Marketing.

Essential Duties and Responsibilities

- Send pre-event information to clients and follow-up on all other procedures associated with the closing of bookings.
- Meet or exceed sales quota goals as established by the Director for Sales and Marketing in the Life Sciences, Sports and Technology/Innovation markets, as well as National Associations in the defined Chicago and Midwest market regions.
- Must have extensive interaction with clients via phone, in person, and computer.
- Handle pre-event correspondence and meetings until such time as the account can be transitioned to an Event Manager.
- Assist in developing the basic sales marketing plan to include sales strategies and creative selling approaches to secure meetings and conventions for PCCA.
- Represent the PCCA at national tradeshow/conventions and all other hospitality related functions.
- Maintain liaison with the Philadelphia Convention and Visitors Bureau, local hotels and suppliers by taking an active part in all selling approach for the PCCA and other industry related facets.
- Conduct PCCA site tours for current and prospective customers.
- Other duties, functions, special projects and responsibilities as assigned by the Director of Sales and Marketing.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Work Experience

- Bachelor's Degree preferred
- Minimum five (5) years hospitality experience in a sales or marketing function in either a Convention Center, Convention and Visitor's Bureau or Hotel environment
- Must have knowledge of the marketing principles necessary to promote a facility with the size and scope of the PCCA
- Ability to demonstrate effective oral and written communications skills
- Ability to make direct presentations to groups
- Must work irregular hours, days, weekends & holidays if required.

Skills and Abilities

- Knowledge of the marketing principles necessary to promote a facility with the size and scope of the SMG/PCC.
- Ability to demonstrate effective oral and written communications skills.
- Ability to make direct presentations to groups;
- Excellent negotiation and customer service skills
- Excellent business judgment, willing to make timely decisions
- Ability to work with the Ungerboeck Event Management Software (EBMS) (after training)
- Excellent planning, organizing, and prioritizing work activities, using time efficiently and develop realistic action plans
- Ability to respond effectively to the most sensitive inquiries or complaints
- Ability to multi-task effectively and efficiently
- Excellent leadership skills, inspiring and motivating others to perform at the highest level
- Must be a decisive individual who possesses a "big picture" perspective and is well versed in systems
- Must be energetic, forward-thinking, creative individual with high ethical standards
- Must portray an appropriate professional image
- Strong computer skills

Physical Demands

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 move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events.

Note

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

To Apply

This position offers a competitive salary and benefit package. Please send a copy of your most recent resume and cover letter which includes salary requirements to:

Nikia Jackson- HR
PA Convention Center
1101 Arch Street
Philadelphia, PA 19107
Email- jobs@paconvention.com.
Fax 215-418-4823

Applicants that need reasonable accommodations to complete the application process may contact- 1-800-428-9000

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.