



## Job Description

### Event Services Team Leader

**Job Title:** Event Services Team Leader  
**Department:** Operations  
**Reports To:** Event Services Supervisor

#### **SUMMARY**

The primary function of this team member is to support all efforts to maintain the Horizon Convention Center's position as the premier meeting destination in East Central Indiana through the duties of the Event Services Team Leader.

Under the general supervision of the Event Services Supervisor, this position is responsible for assisting clients, set-up and tear down of events, overseeing part-time Event Services personnel during shift and maintaining the appearance of the facility and all associated equipment.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Ensures that the needs of events during his/her shift are being met.
- Oversees the set-up of meeting rooms to ensure client requests are met.
- Ensures the cleanliness of meeting rooms, common areas and pathways to and from the building and meeting room, during his/her shift.
- Responsible for opening the building and securing/locking down.
- Ability to quickly understand and execute specific directions.
- Directs and assists staff with daily workload including set-up and tear-down of room sets, cleaning in rooms and common areas, as well as back of the house.
- Attends and contributes to the weekly Operations meeting
- Maintains a current Event Services Book
- Serve as advisor to the Operations Director (in conjunction with the Event Services Supervisor) regarding the execution of Convention Center policies and goals.
- Ensures that all Horizon Convention Center equipment is handled and stored properly and reports all deficiencies to the Facility Director. Must be observant and attentive to Housekeeping and Maintenance issues throughout the facility.
- Must be willing and able to work flexible hours as established by the facility's needs.
- Responsible for training and identifying safety hazards and precautions for the part-time staff.
- In conjunction with Facilities/Maintenance Staff, responsible for snow removal from sidewalks, docks and parking lots during his/her shift.
- Ensures that event areas are ready for client inspection and handles all event checklists.
- Responsible for maintaining standards training for new and existing employees

## **OTHER**

- Must be able to operate and/or learn to operation and maintain a wide variety of equipment including: fork truck, personnel lift and scissor lift.
- Must have a valid Indiana driver's license.
- Will be expected to carry a two-way radio while on duty.
- Will be expected to carry the "house" cell phone at all times while on duty.
- May be required to be on-call after hours
- Must report to work as scheduled and call Supervisor if arrival is 15 minutes past the scheduled time.

## **SUPERVISORY RESPONSIBILITY**

Event Services Team Leader will be responsible for overseeing the work of all part-time Event Services employees during his/her shift. He/She carries out responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning and directing work; advising Operations Director and Event Services Supervisor regarding performance of part-time staff; addressing complaints and resolving problems during his her shift, reporting daily.

## **EDUCATION AND/OR EXPERIENCE**

High School diploma or general education degree (GED); or two years or more related experience and/or training; or equivalent combination of education and experience.

## **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedures manuals. Ability to write routine reports and correspondence. Ability to speak effectively before customers or employees of the Convention Center.

## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percentages and interpret bar graphs.

## **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

## **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 stand; walk; lift; use hands to finger, handle or feel; talk and hear. The employee is frequently required to reach with hands and arms and taste and smell. The employee is often required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift, push, carry tables, chairs, etc. up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

**WORK ENVIRONMENT**

The majority of the work for this position will take place in the building to direct the staff and work with the Operations Director and Event Services Supervisor.

**ADDITIONAL INFORMATION**

Ability to understand and use Windows-based PC computer and the basic software including but not limited to Microsoft Word and Excel and the facility booking software EventPro, is a plus.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

By signing above I confirm I have read the job description in its entirety and I am capable of performing the duties and responsibilities contained therein.