

JOB TITLE: Manager, Special Events

DEPARTMENT: Event Operations

REPORTS TO: Assistant Director, Special Events

FLSA STATUS: Exempt

ROLE

In this role, the Manager, Special Events will provide oversight and leadership in the planning, organization and management of events within the American Airlines Conference Center, Gallagher Way and Wrigley Field premier spaces. This role will be part of the team responsible for the oversight of major events (Baseball, Concerts, large scale events at the Gallagher Way.) The Event Manager should be a self-starter and team player who focuses on providing best-in-class internal and external service.

RESPONSIBILITIES

- Lead the operations for events (meetings, conferences, celebrations) within American Airlines Conference Center, Gallagher Way, and Wrigley Field Event Spaces
- Lead all interaction and planning with external clients, while providing top-notch guest service
- Management of full-time and part-time event associates by providing coaching, performance management and goal setting
- Manage and responsible for budget for this sector of campus events
- Plan and lead major public events at Gallagher Way by developing staffing plans, safety protocols, layouts, and operating plans
- Serve as on-site production lead for all major events at Gallagher Way
- Collaborate with Levy Restaurants on the sales and execution process for Special Events
- Own calendar management for meetings, conferences and premier events
- Accountable for the development of budgeting, staffing levels, and labor utilization for events
- Create and manage a manager on duty program that allows for coverage due to robust non-baseball calendar
- Proactively handle event issues as they arise and troubleshoot emerging problems while on-site
- Spearhead documentation creation and retention (i.e. operating plans, playbooks, handbooks, progress trackers, and presentation decks)
- Responsible for the concert VIP experience by working directly with the Assistant Director, Special Events, bands and production company
- Lead the BEO (Banquet Event Order) internal meetings and reviews
- Responsible for providing clear, concise and timely communication of event details to all relevant departments or functions to ensure seamless events across campus
- Work cross-departmentally with Partnerships, Marketing, Group Sales, and Community Affairs teams to ensure the event programming, events, and activation operational needs are met
- If needed, support the production and operation of major Wrigley Field events

REQUIREMENTS

- Four year undergraduate degree at an accredited university or college, or an equivalent combination of education and experience
- 7 years of experience managing and coordinating event logistics for meetings, conferences or other types of event venues
- Demonstrated knowledge of event booking software (Delphi, Salesforce, etc.)
- Demonstrated knowledge of event industry terminology, facility capabilities, operational procedures, event coordination and event-related services
- Strong written and verbal communication skills, including demonstrated success in developing and/or executing complex cross-functional communication rhythms
- Ability to prioritize multiple projects, along with strong time management skills
- Demonstrated organizational and problem-solving skills
- Self-starter and can interact with all levels of staff including management
- Work non-traditional hours including nights, weekends, and holidays
- Knowledge of Microsoft Office software
- Experience managing a team (part-time or full-time)

PREFERRED QUALIFICATIONS

- Experience with event diagram software (Social Tables, Bluebeam, CAD, etc.)

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