



Posted May 12, 2010

Director of Events

POSITION DESCRIPTION

The **Niagara Convention & Civic Centre (NCCC)** is a new convention and entertainment facility scheduled to open in April 2011. Located in Niagara Falls, Ontario, the NCCC is poised to be a dynamic and exciting addition to the Niagara Region. As a member of a winning and enthusiastic team of professionals, the **Director of Events**, under moderate direction of the NCCC President, controls and monitors the customer contact aspects of the facility operations by planning, directing, delegating, and managing the event coordination, security/ crowd control, contracted service providers, theatre house performance and other responsibilities as required. This position reports to the President and directly supervises the events managers/coordinators, box office personnel, and part-time event staff including parking event security. Interfaces and works directly with all event in-house vendors including audio visual, electrical, F&B, customs brokers and decorators.

RESPONSIBILITIES

Administrative/Financial:

- Enhances and assists staff to up-sell percentages of ancillary revenue streams
- Provides support for operations by assisting Director of Operations as requested
- Prepares and oversees tenant insurance quotes to control the City, NCCC Inc. and tenants' loss exposure
- Coordinates with City's emergency services for event requirements
- Researches, reviews and recommends equipment, materials and supplies required in providing Event services and planning
- Reviews and approves final billing to users prior to release of invoice
- Assists in preparation of estimated revenues for facility budget
- Acts as Manager on Duty as assigned, and in his/her absence assigns Manager on Duty from his/her departments

Service:

- Maintains facility's reputation for service and reduces liabilities and risk by hiring, training and supervising part-time staff for leased events/conferences
- Provides primary face-to-face contact with centre patrons and is the on-site event manager for all high-profile rentals and several others as assigned
- Maintains the proper image and generates positive public relations with renters, artists, patrons and staff
- Makes immediate decisions and communicates with users of the facility in an emergency situation
- Maintains open communications between tenants, contractors, staff and public by providing facility information and establishing an effective rapport

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- Review and recommend day-to-day operational policies and procedures for the department
- Ensure EBMS is utilized to its maximum capacity
- Prepares, confirms, oversees and issues service orders for users
- Coordinates service needs with food and beverage contractor
- In conjunction with and as a support to the Volunteer Usher Coordinator, manages large crowds under constantly changing event environments
- On certain events, the Director of Events or subordinates will be responsible for assisting artists and touring companies with local arrangements
- Supervises and works to ensure ticket sales are efficient, convenient and in as great a quantity as possible through group sales initiatives
- Oversees all green operations are efficiently carried out during rentals
- Assists clients with green planning for their events and programs

Staffing:

- Trains, schedules, supervises and evaluates event managers and coordinators, crowd control, box office, and other patron services personnel
- Counsels event services department personnel as required
- Administers parking personnel assistance and parking guest programs
- Coordinates with all media persons before, during or immediately following performances as assigned

Other related duties as required

OTHER RESPONSIBILITIES

The Director of Events shall be knowledgeable in all administrative procedures established by the convention centre. They shall be prepared to interact with other department personnel. This position is the conduit for successful transfer of event information.

This position primarily requires excellent communications skills and a good knowledge of the management and facility operations for a major facility. Also required is an ability to plan, assign and supervise the work of a moderately large group of semi-skilled and unskilled workers. The qualified applicant must be willing to work flexible hours including evenings, weekends and holidays. Experience in similar facility operations is an asset.

MINIMUM REQUIREMENTS

- Minimum five years experience at a supervisory level with a major convention or multi-purpose facility or equivalent position.
- College degree preferred with an emphasis in business, management or related conference management field. Additional years experience may serve as substitute on basis of two years experience for one year of college.
- Ability to demonstrate supervisory and leadership skills and a thorough knowledge of convention planning and related activities.
- CMP certification is an asset.

**Note: Must be able to work legally in Canada
A valid driver's license is required**

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HOW TO APPLY

Qualified and interested individuals may send their applications to:

Niagara Convention & Civic Centre

6380 Fallsview Blvd, Suite 202
Niagara Falls, ON Canada L2G 7Y6
Tel: 905-357-6222
Fax: 905-357-6212
Toll Free: 1-888-997-NCCC (6222)

Via Email:

Those individuals wishing to submit their applications digitally may do so by sending a Word or Acrobat document(s) via email to: **careers@fallsconventions.com** — under the subject heading "Director of Events"

NOTE: Along with your résumé and cover letter, please be sure to include your salary expectations.

Application Deadline:

The Niagara Convention & Civic Centre will be accepting applications until position is filled.