



Georgetown Chamber of Commerce  
Position Description: **Event Center Manager**  
Reports to: Director of Operations

---

## **Event Center Manager**

### **Summary of Position:**

The Event Center Manager is responsible for the sales and service of the Georgetown Event Center. In this role, you create venue pricing packages, secure bookings, liaise with event planners, chamber members and clients, and coordinate the logistics of event rentals. You also manage the maintenance of the venue. This role works with a variety of guests, so it's important to note that you're a brand ambassador, making customer service always a top priority. This position oversees the part-time event setup staff.

### **Event Center Manager Duties & Responsibilities:**

- Oversee the monthly and annual sales for the Chamber's Georgetown Event Center and meeting rooms.
- Manage day-to-day inquiries via phone, email, online, and in-person communication. Respond to and follow up with inquiries daily and schedule tours with interested clients.
- Work with clients to find the right venue package for their event and ensure they fully understand the contractual agreement. Perform contract reviews on a regular basis communicating upcoming payments, final walk-throughs, and needed documents from renters. Create event information in Chamber Master and Skeeda.
- Responsible for maintaining Skeeda and Eventective information.
- Manage updates to the Georgetown Event Center website. Maintain brand style guide.
- Promote Georgetown Event Center through a variety of marketing channels such as social media. Assist the Marketing & Communications Manager by creating graphics/posts for social media pages. (Marketing plans are approved through the Director of Operations and CEO)
- Coordinate with the Director of Operations any Event Center upgrades, maintenance, and repairs both inside and outside.
- Create schedule for setup staff monthly with floorplans, timelines, and expectations. Responsible for room set-up when crew is not available. This includes but is not limited to event set up /take down, cleaning, and restocking.
- While most issues can typically be handled remotely, weekend availability to assist renters by phone is required. (occasionally, you may need to come to the office on a weekend to resolve an issue)
- Review contracts as needed with Director of Operations and recommend any package adjustments. (Minimum review is annually)
- Program/Schedule door open/lock for events, holidays, and general changes. Update time codes when time changes occur in the spring and fall.
- Staff lead for Junior Leadership Georgetown program working closely with the volunteer chair and Director of Operations. Will attend the sessions with the class (one day a month).
- Other duties as assigned by the CEO.

**General Office Expectations:**

- Adhere to all policies set forth in the Employee Handbook.
- Demonstrate a positive and collaborative work relationship with the team, our membership, Board of Directors, renters, and visitors with a focus on accomplishing the goals of the entire organization.
- Maintain general knowledge of chamber programs and services. Understand all membership levels and benefits and be able to discuss with any prospective business.
- Demonstrate an understanding of the Chamber's value to the community and to its members and visitors.
- Provide exceptional customer service with Members, renters, and guest of the Chamber
- Work at all fundraising events and assist at membership events, as assigned.
- Be alert to things that need to be done that are not listed in the position description. Take the initiative to get things done, with minimal supervision and be alert to other items that need to be accomplished that may not fall in your job description.
- Provide administrative support in the office, as needed.
- Ability to multitask.
- Assist other roles as needed.

**Technical:**

- Utilize Skedda, Eventective, and our CRM platform to schedule venue rentals.
- Proficient in MS Office products.
- Knowledge of Canva, Constant Contact, and social media platforms.
- Exceptional time management skills.

**Physical Requirements:**

- Run errands, including deliveries and purchases, as required with use of personal vehicles. (Mileage reimbursed)
- Some lifting and carrying; occasional use of a ladder.

**Education/Experience:**

- Bachelor's degree preferred, but not required.
- 3 or more years of experience in related field