



Daybreak Star Indian Cultural Center
Post Office Box 99100, Seattle, WA 98139
Phone: (206) 285-4425 Fax: (206) 282-3640

JOB DESCRIPTION

JOB TITLE:	Events Manager	DEPARTMENT:	Revenue & Facilities
REPORTS TO:	Revenue Director	STATUS:	Full Time
LOCATION:	Daybreak Star Center	GRADE:	\$25-28 per hour

The Events Manager at Daybreak Star Indian Cultural Center is responsible for managing the public and private use of the Center's facilities, maintaining professional levels of customer service, attention to detail, and personal responsibility in representing the United Indians of All Tribes Foundation. They will direct and motivate Event Staff, and provide clear and concise communications to everyone, embracing ownership in the success of each event. They will identify training opportunities, and plan and execute effective strategies to accomplish their goals.

ESSENTIAL FUNCTIONS:

- Serve as initial point of contact for all building use requests (private and corporate rentals, community and cultural occasions, UIATF program events, etc), with timely response and negotiation turnaround; ensuring professional levels of customer service and clarity in all written and spoken communications. Resolving issues and/or suggest alternatives to previous arrangements if necessary.
- Oversee internal UIATF calendar of events and meetings utilizing the facilities, and work alongside Revenue Director to maintain an up-to-date public-facing Daybreak Star Events calendar, and work with Facilities to ensure that appropriate facility schedules are maintained and communicated to the rest of the organization.
- Complete and track all paperwork and administrative needs for scheduled events; maintain records of signed agreements for all public use of UIATF facilities.
- Ensure that all licensing and permitting needs, as required by law, are met for each event that occurs at Daybreak Star.
- Manage departmental inventories, identify maintenance needs, and project supply needs required for the success of Daybreak Star Rentals and Events, (e.g., tables, and chairs, banquet tables, meeting sets, projectors, pens, notepads, props, etc.).
- Coordinates routine maintenance, and works with DBS Facilities team to maintain established sanitation levels.
- Work with HR and Facilities to ensure all required OSHA general industry workplace standards are up to date, including drills, documentation and training, and including recommendations from the CDC, OSHA, EEOC and ADA guidance.
- Manage and supervise Event Staff, scheduling individuals as needed, ensuring setup and teardown are performed efficiently, working with clients to provide excellent guest service and handle unexpected changes and challenges; all while maintaining an awareness of, and working within each Event's budget.
- Leads event shifts as needed, taking an active role in providing service to those using Daybreak Star for events, whether private or public, community or corporate.

- Conducts function room inspections prior to each event to verify the room is set according to specifications. Verifies rooms are set according to event documentation (Event Orders, contracts, resumes, etc.) and customer requirements.
- Coordinate as needed with Daybreak Star Kitchen Manager to schedule private use, and event catering needs, whether catering is provided by Daybreak Star or a third party.
- Work with the Revenue Director and UIATF colleagues to establish an awareness of, and relationship with Indigenous Communities around Daybreak Star; demonstrating cultural sensitivity, and the ability to work with people from varying cultural and economic backgrounds.
- Work with the Revenue Director and Events/Facilities Staff to develop lasting relationships with outside groups (organizations, corporations, etc.) and individuals to retain and grow business.
- Coordinate with Revenue Director, and Communications Lead to promote Daybreak Star as a venue for events.
- Provide tours to potential clients for building rental at Daybreak Star, while respecting UIATF programmatic operations and existing scheduled events.
- Assist UIATF Programs in the coordination of social events such as annual Holiday gift drive, annual Gala, Pow Wow, and community dinners as required.
- Regularly communicate with UIATF Senior Leadership team on building wear and tear, liability concerns, and incidents as needed.
- Work with Revenue Director and Finance Office to create biannual plans for growing the events business with clear financial goals, and a budget to control costs.
- Adheres to and reinforces all UIATF standards, policies, and procedures.
- Other duties as assigned.

Verifying and Providing Exceptional Customer Service

- Sets a positive example for guest relations.
- Interacts with guests to obtain feedback on product quality and service levels.
- Responds to and handles guest problems and complaints.
- Encourages employees to provide excellent customer service.
- Verifies employees understand expectations and parameters.
- Strives to improve service performance.
- Emphasizes guest satisfaction during all departmental meetings and focuses on continuous improvement.
- Observes service behaviors of staff (event, facilities, and other employees) and provides feedback to individuals as needed. Communicates performance expectations in accordance with job descriptions for each position.
- Brings issues to the attention of supervisor and/or Human Resources as necessary.
- Delegates tasks to verify room sets are “on time” and meet Event Service Standards.
- Reviews comment cards and guest satisfaction results with employees.

QUALIFICATIONS:

- High school diploma or GED;

- 2 years' experience in the event management, food and beverage, or related professional area.
- Strong written and oral communication skills.
- Familiarity with Office 365 (Outlook, SharePoint, Word, Excel, etc), Adobe, Shopify, and Squarespace preferred
- Knowledgeable about digital marketing and social media advertising
- Excellent scheduling and time management skills
- Familiarity, knowledge of, licensing and permitting laws for Seattle events
- Comfortable managing multiple projects and assignments concurrently
- Have the skill to work independently, maintain a schedule with the flexibility to work weekends overseeing planned events, and maintain regular contact/coordination with Revenue Director
- Able to develop and manage workplans, track and meet deadlines, and write reports
- Familiarity with Native communities and history is a plus
- Reliable personal transportation and driver's license
- Must pass a background check
- Completed up to date COVID vaccination or acceptable exemption

AMERICANS WITH DISABILITY SPECIFICATIONS

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 occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

Work environment characteristics 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. The noise level in the work environment is usually moderate.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This description reflects management's assignment of essential functions; it does not proscribe or restrict the tasks that may be assigned. This job description is subject to change at any time.

<p>OPENING DATE: 9/1/2022 CLOSING DATE: Until Filled</p> <p><i>United Indians of All Tribes Foundation is an Equal Opportunity Employer</i></p>	<p>APPLICATIONS FOR EMPLOYMENT can be obtained at www.unitedindians.org/about/jobs , please submit with a resume and cover letter to jobs@unitedindians.org .</p> <p>Please contact HR for questions : #206-475-1353, msalanga@unitedindians.org</p>
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