



POSITION DESCRIPTION

Title: Events Manager	
Level:	
Department: Welcome Center / Downtown	
<p>Position Summary: The purpose of this position is to develop and implement tourism-generating strategies including event coordination, planning, research, communications and related activities for the city.</p> <p>The incumbent in this position will support and organize events for the City of Norcross, ensuring event related tasks are delivered in a professional manner in accordance with organizational goals.</p>	
Reports to: Director of Public Works, Utilities & Parks/Downtown Manager	
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Exempt
<p>Essential Duties and Responsibilities:</p> <ul style="list-style-type: none"> ■ Plan, coordinate, implement and evaluate special events and projects as assigned. ■ Serves as liaison to event vendors; coordinates the registration process including the distribution of materials, assignment of exhibit space and collect appropriate fees. ■ Plan and implement tourism activities such as guided walking tours. ■ Assists with training, scheduling and supervising volunteers for special events. ■ Prepares briefs, summaries, fact sheets and other required data for event planning; prepares and maintains reports, records, and files. ■ Attend tourism industry training programs/conferences. ■ Receives and responds to questions and inquiries, identifies and resolves issues in a timely manner; gathers and analyzes information. ■ Interprets and communicates event regulations, guidelines, and policies; reports and/or resolves issues related to program policies and procedures. ■ Ability to strategically plan and schedule more than 12 months in advance and adhere to set schedules. 	
<p>Education and/or Work Experience Requirements:</p> <ul style="list-style-type: none"> ■ Bachelor's degree preferred. ■ Moderate experience in event planning, sales, marketing and public relations or equivalent combination of education and experience. ■ Excellent writing and editing skills a must. ■ Excellent organizational and communication skills; strong attention to detail and ability to follow through. ■ Flexibility to perform duties after regular hours, on weekends and holidays, as required to meet community needs. ■ Must be proficient in social media platforms 	



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Additional Duties and Responsibilities:

Any other duties as assigned.

Scope and Impact:

The incumbent in this position must have the ability to use independent judgment and to manage and impart confidential information. The need for accuracy and strong attention to detail with the ability to recognize errors is essential.

Communications/Customer Contact:

Contacts are typically with co-workers, department heads, other city employees, citizens, visitors, and the general public. The nature of this interaction is generally to provide or exchange information, resolve problems, and provide services. This position requires high customer contact in person, on the phone and via email.

Competencies:

- Knowledge of the City of Norcross.
- Skill in the use of personal computers and related software applications.
- Skill in organizing resources and establishing priorities.
- Ability to organize work, set priorities, meet critical deadlines and follow up on tasks with minimal direction and oversight.
- Must have knowledge of the tour and travel industry, visitor solicitation and service programs, and marketing and public relations.
- Must be proficient in Social Media Platforms
- Ability to handle multiple tasks and meet deadlines.
- Ability to edit and create PowerPoint Presentations.
- Ability to communicate and work well with others in a professional office environment.
- Creative, strategic and analytical thinker with the ability to manage multiple projects.
- Proficient in social media

Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear.
- Occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl.
- Occasionally lift and/or move up to 30 pounds.
- While performing the duties of this job, the employee may be occasionally exposed to fumes or airborne particles and toxic or caustic chemicals.
- Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.
- The work is typically performed with the employee sitting, standing, walking, running, bending, crouching or stooping.



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Limitations and Disclaimer:

The above position description is meant to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required for the position.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/ or abilities. To perform this position successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.

Acknowledgement of Receipt and Understanding

Employee (print name):

Employee Signature:

Date:

Approved by Department Head:

Received by Human Resources: