

POSITION TITLE: Event Services Manager

ORGANIZATION: @the Grounds (formerly known as the Placer County Fairgrounds)

STATUS: Part Time/24+ Hours a week

REPORTS TO: Sales Director

Project Overview

Placer Valley Sports Complex (PVSC) has entered into a long-term agreement with Placer County to renovate, invigorate and manage the 60-acre @the Grounds (formerly known as the Placer County Fairgrounds and Event Center) in the heart of Roseville, CA. The site consists of a total of more than 25,000 sq. feet of meeting and exhibit space in three buildings, a grandstand speedway with 5,000-person capacity, animal barns, RV Park and grounds. We are nearing the end of a \$6,000,000 renovation and we are exploring the possibilities of expanding the facility options. @the Grounds hosts more than 100 events per year and we are looking for someone to help fulfill our expanding Customer Service needs.

Job Summary

@the Grounds in Roseville, CA is looking to add to its team of customer-service minded staff! The premier events center in Northern California is in the midst of a multi-million-dollar renovation to existing buildings with many exciting additions planned for the future. We need someone with amazing customer-service skills who can solve problems and ensure all events on site are smoothly run and memorable for all of our guests.

We need an EVENT SERVICES MANAGER to be the No. 1 contact for our clients during events. This person will help clients move in their events all the way through tear-down and departure. YOU MUST be able to work weekends and weekend nights when events are being held. This person must demonstrate an extremely responsible attitude and ensure the integrity of @the Grounds and the event are held in the highest regard.

Duties & Responsibilities

Responsible for the successful execution of facility rentals and events with a professional attitude and excellent Customer Service. Help ensure @the Grounds is “the place” in South Placer County and the Sacramento region for events, fairs, festivals and celebrations.

The EVENT SERVICE MANAGER will be asked to do the following:

- Be on the grounds and accessible at all times that customers are on the facility
- Open all buildings for the customers
- Close all building and secure the rooms and facility gates upon departure

- Know how to use a facility radio to communicate with staff and clients
- Be organized and fully understand the event needs
- Handle customer service issues and document any issues or problems as well as solve problems quickly
- Facilitate the event set-up, and anticipate customer needs
- Accurately quote rates for added equipment and document all financial changes to the event agreement and give to Accounting
- Work Proactively, see issues and fix them without waiting to be asked
- Check in clients to ensure that everything is set to their instructions
- Accurately inventory equipment assigned to the group and go over inventory with them
- Be able to interact with security police and emergency responders if needed
- Be able to accurately gain information and complete incident reports
- Constantly scan the spaces and identify potential safety hazards
- Communicate with maintenance teams as necessary
- Proactively handle small maintenance issues
- Meet with Sales team prior to event to discuss expectations and specifics for the groups
- Complete post event reports within a reasonable time frame
- Work with Volunteers to set the rooms
- Complete post event walkthrough noting any damage and taking photos when necessary
- Confirm all vendors 48 hours prior to the event (Security, ATM, Food)
- Work Flexible schedule to cover nights and weekends
- Communicate with team during any event handovers
- Walk the grounds prior to any event looking for signage needs / cleanliness issues; Put out all event-specific signage
- Know how to safely operate a golf cart
- Communicate with all areas of the event team to make sure things are running smoothly
- Quickly correct any event/facility related day of event issues
- Be the day of event contact for event hosts and GROUNDS staff

Requisite Skills

- Ability to communicate effectively in verbal and written form, with tact and diplomacy, with fellow staffers as well as event clients
- Ability to create and maintain excellent customer relations with the diverse population of patrons that use @the Grounds for their special events
- Strong organization skills
- Ability to manage large events, with potentially high stress incidents
- Ability to work around animals typically found in a County fair/4-H environment (horses, cattle, pigs, dogs, etc.)
- Ability to lift 50 pounds
- Ability to restock bathrooms when needed

This job description/posting describes the general purpose and responsibilities assigned to this job and are not an exhaustive list.

Salary and Benefits

Part-time, hourly position.

To Apply

Submit Cover Letter and Resume to info@atthegrounds.com.