



Event Manager

Reports to Director of Audience and Event Services

About DPAC

Since its opening in 2008, DPAC has become the center for live entertainment in North Carolina. Recognized for its contemporary design, DPAC features 2,700 seats, intimate sightlines and state-of-the-art sound and video. Listed eight times in the top 10 in Pollstar magazine's annual worldwide theater attendance rankings, DPAC is currently the #4 ranked theater in the U.S.

With a mission of presenting one-of-a-kind live entertainment events, DPAC truly has "something for everyone", hosting over 200 performances a year including spectacular touring Broadway productions, high-profile concert and comedy events, family shows and the heralded American Dance Festival. Owned by the City of Durham and operated under the direction of Nederlander and Professional Facilities Management (PFM), DPAC has been listed for seven consecutive years as the #1 performing arts organization in the region by the Triangle Business Journal.

For more information please go to www.DPACnc.com

Job Description and Responsibilities:

- **Hiring & Training:**
 - Work with the Director of Audience and Event Services to determine the annual part time (P/T) Event Staff hiring needs and coordinate year-round recruiting campaign (advertising / interviewing / hiring)
 - Manage all hiring paperwork and work as the DPAC liaison with corporate HR department and payroll systems
 - Assist the Director of Audience and Event Services with developing and implementing the annual P/T staff training program. Topics will include customer service, emergency response training etc.
 - Assist the Director of Audience and Event Services with crowd manager classes and certification for all Event Staff supervisors
 - Manage Event Staff rewards and recognition programs
 - Coordinate uniform procurement for all P/T staff



- **Event Staff Scheduling:**

- With the assistance of the Director of Audience and Event Services, create Event Staff schedules. This includes posting shifts on the DPAC Scheduling System using when-to-work software
- Document and track all call offs, no shows and disciplinary issues as they pertain to P/T Event Staff

- **Event Planning:**

- Assist with planning and coordination assigned events at DPAC
- Coordinate external contract equipment and services including but not limited to event security, crossing guards, caterers, golf cart rentals, table rentals, décor and signage

- **Event Management:**

- Directly supervise Event Staff on approximately 50% of all DPAC events and assure that it is adjusted to balance customer service, safety and security and efficiency to meet the needs of the event. As the lead facility representative at 50% of all events; facilitate pre and post-event walk through to assess facility condition; maintain facility policies and procedures throughout each event; identify and resolve event challenges; resolve public complaints
- Manage, coach and counsel subordinate supervisors who oversee Event Staff in various functions
- Manage event budgets and complete settlement documents for each event. Collect and prepare settlements including Event Staff, sub-contract services and rental equipment etc.
- Prepare and maintain event activity reports, process accounts payable and submit other documentation as required

- **Other Responsibilities:**

- Implement procedures within the department to establish and maintain guest service standards that are designed to ensure a positive and professional image and generate repeat business
- Ensure all codes, laws, ordinances, policies, procedures, risk management, safety precautions, rules, regulations and emergency procedures are followed. Develop



and implement emergency procedures, and safety and risk management policies. Develop program to train all employees on fire/life safety and emergency procedures

- Supervise Volunteer program and P/T Volunteer Coordinator
- Prepare and submit weekly Event Operations cost summary to PFM

Key Traits:

- Possess a positive and optimistic attitude to lead and inspire other departments
- Must be very organized and excel in time management
- Must be able to work in a fast-paced and high energy environment under sometimes stressful situations
- Must be cognitively aware of the position held within the building management structure and always conduct professional communication at all times
- Ability to conduct professional meetings that drive the goals and objectives of assigned events
- Be open to change
- Possess the ability to read and understand legal contracts and effectively execute them to the approval of external clients, visiting shows and DPAC Management
- Work will include extended and/or irregular hours including nights, weekends and holidays as needed.

Compensation:

Anticipated hiring range: \$35,000 to \$42,500 (based on experience and qualifications)

- Medical, Dental, Vision Plans - Company pays 90% of Health Insurance Premiums
- (7) Days Paid Sick Leave
- (10) Paid Holidays
- (10) Paid Vacations Days

Our success relies on treating all of our employees and guests with equal respect, without regard to ethnicity, nationality, gender, sexual orientation and expression, religion, age or disabilities. DPAC is an equal opportunity employer.



Work Schedule

The work schedule will vary widely based on the number of events per week. A five or six day work week with 40 to 50 hours per week represents a normal schedule including both office hours and events. Event days usually total 8-12 hours and on average, this position would work two-events per week or about 100 events per year. The maximum events worked per week would be four which would be common during 8-performance Broadway weeks. In addition, the position requires a certain “connectivity” and responding to after-hours emails is often required to keep pace with the workflow.

Example “Average” Week with two events:

Mon	Tue	Wed	Thu	Fri	Sat	Sun
Off	Office	Show	Office	Office	Show	Off
Hours	9a to 6p	4p to 12m	9a to 6p	9a to 6p	4p to 12m	

Example “Broadway” Week with eight performances (Note: there are 10 to 18 weeks of Broadway each season)

Mon	Tue	Wed	Thu	Fri	Sat	Sun
Off	Office	Show	Office	Show	Off	2 Shows
Hours	9a to 6p	3p to 11p	9a to 6p	3p to 11p		10a to 10p

To Apply

Please send a resume and cover letter to Jenny Fornoff – jfornoff@dpacnc.com