

KEYSTONE NEIGHBOURHOOD COMPANY // WARREN STATION CENTER FOR THE ARTS // KNC FESTIVALS

Job Title: KNC Special Event Coordinator

Supervisor: KNC Special Events Manager / Warren Station Venue Manager

Position: Full-Time / Year-Round / Salaried

Preferred experiences:

- 2 + YEARS OF SPECIAL EVENTS EXPERIENCE RELATED TO PERFORMING ARTS, COMMUNITY CENTER OR CONCERT VENUE COORDINATION AND / OR 3 YEARS SPECIAL EVENT COORDINATION RELATED TO FESTIVALS, SPECIAL EVENTS, WEDDING OR CONFERENCE / GROUP
- RESORT / LEISURE TRAVEL JOB EXPERIENCE
- FOOD AND BEVERAGE, RESTAURANT EXPERIENCE / BAR AND LIQUOR INVENTORY MANAGEMENT
- EVENT MARKETING, SOCIAL MEDIA, GRAPHIC DESIGN EXPERIENCE

The following qualifications are a bonus:

- THEATRICAL PRODUCTION, AV AND/OR CONCERT SOUND AND LIGHTING EXPERIENCE
- PROJECT MANAGEMENT & ASSET UTILIZATION
- VOLUNTEER COORDINATION
- WORDPRESS WEBSITE MANAGEMENT

Other professional attributes:

- EXCELLENT LISTENING, WRITING AND COMMUNICATION SKILLS
- STRONG LEADERSHIP, PROJECT MANAGEMENT AND ANALYTICAL ABILITIES
- DETAIL-ORIENTED WITH ABILITY TO HANDLE MULTIPLE PROJECTS, ESTABLISH PRIORITIES AND FOLLOW-UP ON ALL MOVING PARTS
- HIGH STANDARD OF CUSTOMER SERVICE

Position Overview:

The Special Event Coordinator is responsible for on the ground coordination of public events both during the winter and summer months. During the winter months the Special Event Coordinator will work with the Warren Station Venue Manager to execute the Warren Station public event calendar both KNC produced and 3rd party hosted events. During the summer months the Special Event Coordinator will switch focus from Warren Station to a KNC produced and 3rd party hosted role. Thorough and detailed coordination of any KNC event whether in Warren Station or in River Run is essential to the growth of the events while allowing the Managers and Directors to focus on big picture planning, partnerships and fiscal operations of the events, festivals and private programs.

Winter Focus: Warren Station Public Event Coordination

Work with the Warren Station Venue Manager to plan and coordinate all public events in Warren Station Center for the Arts. This includes but is not limited to:

- Volunteer program oversight, scheduling and day of event communication and management
- Develop and communicate Warren Station event operation lists
- Develop and communicate Warren Station special event venue maps
- Work in tandem with KNC Operations department to efficiently plan and execute special events
- Work with Venue Manager on event door / "box office" process, set up, flow and staffing
- Print and hang all signage – for entry, venue control, security
- Assist Venue Manager in the communication and management of event partners, vendors, sponsors related to Warren Station events including 3rd party event organizers
- Assist Venue Manager and DOE with all social marketing: Facebook, Twitter, Instagram
 - Work as a team to develop a thorough and engaging social marketing calendar
 - Execute the social marketing calendar using tools provided in collaboration with team members
- Assist DOEM and Venue Manager when appropriate on traditional marketing campaigns including but not limited to ad creative, poster distribution plan and oversight as well as newspaper and radio campaign input.

- Handle Clover Point of Sale Operations
 - Event ticket set up
 - Cash handling procedures
 - Money requests to Business Manager
 - Ticket inventory and reporting
 - End of event close out process
- Work with Warren Station Venue Coordinator on bar inventory and management
 - Assist with bar product ordering
 - Work with DOE on sponsorship product placement
 - Conduct bar / alcohol inventory – related to special events
- Work with Warren Station Venue Manager to ensure thorough and accurate communication of public events
 - Fact sheet development and distribution
 - Event Google Calendar maintenance
 - Keystone Resort Communication – liaison to Keystone Marketing
 - Websites x 3 – event posting and updates
 - Social marketing plan collaboration

Summer Focus: KNC Produced / 3rd Party Festivals & Events

Work with the DOEM and Special Events Manager to execute the 6 KNC produced summer festival schedule:

- Special Event Coordinator – overall duties include: on-the-ground festival, event coordination including oversight of overall festival set up, tear-down, festival operations, vendor liaison, volunteer liaison, bartender staff oversight, festival main sales operations, money handling, point of sale management, festival inventory and event marketing including both social and traditional channels.
- Work in coordination with the KNC Event Manager in the planning and coordination of all festival beneficiaries, pre-event meetings, volunteer assignments, beneficiary staff trainings and day of – communication and festival placement.
- Be a part of the team that successfully manages festival revenue centers including “day of sales”, “will call” and “ticket booth” operations from pre-event box office set up, signage plan oversight, Clover point of sale system management, volunteer and staffing planning, placement and management. Post event tear down and reconciliation.
- Serve as a KNC operations department liaison – oversee the communication of festival and event set-up and tear - down including development of KNC operations lists, day to day operations, participate in weekly KNC operations meetings, onsite leadership and coordinate post event tear down.
- Work in coordination with the Special Event Manager to develop and execute a festival vendor recruitment and communication plan. Manage festival vendors’ day of operations including festival placement and post event communication.
- Assist KNC Special Event Manager in pre-planning related to festival and event operations and execution in the areas of River Run merchant relations – pre-event communication, village layout, coordination and communication, event village load-in / out, brewery check-in / out and infrastructure inventory and ordering.
- Event Coordinator – to assist with festival and Warren Station volunteer coordination and management related to festival activation within that venue.

- Assist with end of summer KNC sponsor recaps and asset management including photos, articles, news reports, TV appearances. Organize, catalog and store.
- Assist with end of summer inventory of event infrastructure and festival elements.
- Experience with social marketing, website editing, graphic design and PR is a preferred. Assist the Director of Marketing and Events Manager with the development and execution of festival social marketing efforts related to KNC owned festivals. In addition, assist with PR efforts, including collaboration on press initiatives, press releases, blogs and media interaction and outreach.
- other duties to be assigned

Requirements:

The qualified candidate should have 2 + years' experience in special event management and additional experience in food/beverage/bar operations is a plus. Exposure to sales and marketing particularly in the leisure travel segment is helpful. Additional knowledge of music, concert and/or theatre production is preferred. S/he must be a team player with excellent time-management, organizational, and people-management skills. S/he must be capable of lifting up to 30 lbs and be able to physically perform the key responsibilities of the position. S/he must be detailed-oriented, self-driven, and organized. S/he must be present for all major festivals and events in River Run Village in addition to Warren Station and be able to maintain a flexible work schedule. The KNC Special Events Coordinator will be required to work extra hours, weekends, and some holidays. S/he needs a working knowledge of all Microsoft office programs, Adobe Acrobat, and various social media software knowledge of Quickbooks and Adobe Creative Suite is a plus.

Compensation:

- based on experience
 - You are eligible for the KNC benefits package
 - You are eligible for a ski pass for the 2018-2019 season
 - 2 weeks paid vacation, 80hrs sick and 10 paid holidays
- Report to: the Director of Events and Marketing
- Start date: immediately