



Event & Venue Manager

Job Type

Full-time

QUALIFICATIONS

- Wedding / Events management: Minimum 5 years (Preferred)

THIS POSITION IS LOCATED IN HARRISBURG, PA

The Historic King Mansion (www.kingmansionpa.com) is seeking a qualified individual to join our team as a Venue Manager. This person will be experienced in venue and wedding management, sales, marketing, and day of event execution. The ideal candidate is a motivated, well-organized individual who has a deep understanding of prospecting and developing strong relationships with clients.

The Historic King Mansion is located along the Susquehanna River on North Front Street in Harrisburg, PA. This 1920's era Mediterranean style building (a former residence subsequently converted to an office building) offers a combination of historic charm with contemporary décor and appointments, all complimented by an unparalleled view of the river and stunning sunsets. One of the most iconic buildings in Harrisburg, the Mansion was transformed into an event venue and open for business in 2021.

The primary responsibilities of this position are to (a) manage all events / weddings at the venue (b)manage all guest room accommodations (3rd floor of Historic King Mansion and Evans Inn on adjacent property) and (c) generate revenue through sales and maintenance of clients for weddings, private parties, corporate and political events, non-profit and association events, and others as may be appropriate for the venue, as well as guest room accommodations.

ESSENTIAL DUTIES AND RESPONSIBILITIES (the following examples are illustrative only and are not intended to be all inclusive):

- Coordinate and direct the planning and preparation of all events including coordination of all event vendors (caterer, furniture, flowers, alcohol, entertainers, flowers, officiant, wedding planner, etc).
- Manage all venue and guest room contracts / payments in coordination with building manager.
- Oversee set-up of event space and guest rooms, ensure all facilities to be utilized are 'event / client ready' and manage / ensure standards are being followed.
- Must be present for all events (set-up through tear-down / close) unless otherwise approved.
- Provide venue representation for client issues, refunds, and positive experiences.
- Conduct site inspections throughout the property before and after all events with focus on integrity of the venue, cleanliness, damage as may have occurred during an event, etc.
- Populate, manage, and maintain the schedule for all events and guest room accommodations.
- Assist in scheduling and producing events from conception to completion.
- Maintain daily tasks and event lifecycle: contracts, set-up & service, final walkthrough with clients & planner, billing, thank you notes, closing of event, as needed.
- Ensure accurate and comprehensive files are maintained with proposals and contracts.
- Provide / coordinate on-call assistance for guest accommodations (questions, access issues, etc).
- Handle issues and troubleshoot any emerging problems.
- Perform all aspects of sales funnel for wedding / event sales and guest room accommodations, including negotiation, site visits, contracts, event orders, payment processing, and billing.
- Identify, research and develop potential wedding or social venue sales leads and opportunities.
- Grow sales by ensuring inquiries and leads are responded to in an enthusiastic and timely manner (within 24 hours), networking and prospecting, and converting prospects to clients.
- Maximize guest room rental opportunities (3rd floor of venue and adjacent Evans Inn property).
- Maintain high standards in customer satisfaction.
- Attend and participate in bi-weekly event operations meetings and others as needed.
- Ensure clients' expectations are met through effective communication and service.
- Demonstrate positive leadership characteristics including teamwork, concern for associates and guests, planning and execution, accountability, motivation, and honesty.
- Coordinate marketing and social media management with 3rd party provider (potential to transition such role 'in house' over time).
- All other tasks and duties assigned as needed.

Qualifications:

- Minimum 5 years event/venue management and sales experience (emphasis on weddings).
- Experience with vendor relations and client interaction.
- Strong organizational, communication, interpersonal, time management, and presentation skills.
- Sets high personal performance standards and ability to work a fast paced, flexible schedule / environment. Flexibility will include an ability to work and attend client events on the weekends.
- Proven track record of meeting and exceeding sales goals.
- Prior use of event software is a plus. Must have the ability to learn new software programs quickly.
- Excellent Microsoft Office skills including Outlook, Excel, Word, Email, and ability to use the Internet.

- Ability to handle multiple tasks with attention to detail.
- Excellent reading, writing and oral proficiency in the English language.
- A positive, pro-active, and enthusiastic team player with an upbeat attitude and willingness to learn.
- Ability to identify and resolve problems in a timely manner.
- Consistent and reliable with unquestionable ethics and honesty.
- Ability to work weekends and holidays.
- Must live within 30 minutes of Historic King Mansion.

Schedule:

- Minimum 40 hours / week. Onsite hours will vary based on schedule for tours, events, and other venue activities as well as required administrative work and other coordination / tasks which required a physical presence at the venue.
- Holidays required if / as needed based on event schedule.
- Weekend availability required.