

Job Description: Events and Venue Liaison

Reports to: Director of Facilities & Conference Services

Supervises: Facilities Technician

Status: Non-Exempt

Schedule: Full-time, includes evenings and weekends. Hours may change from week to week with the average timeframes ranging between 8 a.m. to 5 p.m., 10 a.m. to 7 p.m., or 3 p.m. to midnight. The actual schedule will be based upon Sangre de Cristo events and administrative needs.

Revision Date: November 2023

Position Summary

The Events and Venue Liaison is a sales and hospitality position that will assist in overseeing, and leading customer service and guest interactions with venue rentals for internal and external event clients, in collaboration with Facilities & Conference Services. The candidate will successfully work with venue clients (including performance clients), caterers, vendors, and guests while creating exceptional service from the beginning to the end of events in line with the Director of Facilities & Conference Services. The successful candidate will be responsible for enforcing the rules and regulations of the Arts Center's facilities, organizing audio visual needs, and securing the building with the facilities team at the end of events.

Essential Job Functions

The following statements are illustrative of the responsibilities and duties of the job. The Sangre De Cristo Arts & Conference Center retains the right to modify or change the duties and responsibilities of the job at any time.

Primary Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and perform other duties as assigned.

- Successfully interacts and serves as point-of-contact for internal and external clients, caterers, wedding/event planners, vendors, and guests to ensure excellent and high-quality guest experiences at the Arts Center
- Acts as the House Manager for performing arts events in the theatre
- Assists in booking performers
- Reports the status of ticket sales to Arts Center Administration, Director of Facilities, and other Directors at the Arts Center
- Ability to work with and draft set-up sheets and internal forms for events
- Assists in running the box office for performing arts as needed
- Provides customer service support for artists and performing troupes upon their arrival
- Ensures that the hospitality accommodations are prepped and provided on performance dates for contract artists/troupes
- Books hotel accommodations as needed for contract artists/troupes
- Maintains a welcoming environment and demeanor while servicing guests in person, on the phone or via email

- Actively engage and respond promptly to venue clients, vendors, and guests along with communicating their concerns to the Director of Facilities & Conference Services
- Oversees vendor set up, teardown and cleanup of event spaces
- Sets up the event per the client's specification and maintains event spaces throughout the event
- Ensures total compliance with the Art Center's contracts, rules, and regulations
- Effectively anticipate and respond promptly to the needs of all guests and vendors
- Responsible for executing the event and leading the securing of buildings at the end of events
- Supports Art Center staff through administrative services and office coordination
- Maintain knowledge of Art Center programs, performances, and events to better serve guests
- Manages multiple short-term and long-term priorities in an effective and organized manner in the execution of successful events
- Must be dependable, able to work independently and able to handle cash transactions when required for Arts Center events
- Successfully communicates with a diverse group of stakeholders, visitors, and patrons
- Perform other duties as assigned by the Director of Facilities & Conference Services and Administration
- Inspects facilities utilized to determine if maintenance is required and follows through with closure

Success Factors

In conjunction with position-related skills, the successful candidate will become an integral member of the Sangre de Cristo Arts Center team with these criteria:

- Serves as part of a cross-departmental team that delivers a superior guest experience, drives membership, and promotes the Sangre de Cristo Arts Center's mission and offerings at special events and outreach opportunities.
- Develops, maintains, and promotes positive and professional relationships with internal staff, volunteers, members, vendors, contractors, media, and the general public in order to achieve departmental and organizational goals.
- Maintains a commitment to, and ability to convey, the Sangre de Cristo Arts Center's mission with genuine passion and the willingness to continually learn about the programs and mission

Qualifications

The requirements listed below are representative of the knowledge, skill, and/or ability required for this position.

Education and Experience

- High School Diploma or equivalent required
- Associates or bachelor degree in a business, administration, marketing or hospitality field preferred
- Minimum of one year experience in a guest services function at a cultural attraction or in a corporate environment
- Event planning or hospitality services experience preferred
- Experience managing direct reports
- Experience booking and working with performing arts events
- Experience with point of sale
- Experience with a donor database software is a plus
- Experience working with volunteers and donors
- Proficient in Microsoft Office (Word, Access, Power Point, Microsoft 365, and advanced Excel), and Adobe Acrobat

Knowledge/Skills/Abilities/Other Characteristics of Job:

- Ability to work independently as well as in a team environment
- Sales experience with a people-person approach
- Must demonstrate hospitality and customer service skills
- Ability to apply basic mathematical concepts such as algebra, geometry, and monetary transactions
- Excellent communication skills, both written and verbal
- Ability to deal with problems involving several concrete variables in standardized situations
- Ability to successfully pass a criminal background check
- Working knowledge of Microsoft Office suite

Licenses and Certifications

- Valid Drivers' License preferred

Work Environment and Physical Demands

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Continuous communication and/or interaction with staff, volunteers, visitors, and management
- Majority evening, weekend and/or holiday work may be required to meet departmental deadlines or to provide staff support to events
- Prolonged periods of time sitting performing administrative functions
- Occasional bending, stooping, reaching, crouching or light lifting (up to 50 lbs)
- The employee is frequently required to walk; sit and stoop, kneel, crouch or crawl.
- Requires good hand-eye coordination, arm, hand, and finger dexterity including the ability to grasp, and visual acuity to use a keyboard, operate equipment and read technical information.
- As a full-time position expected work week will average 40-45 hours

Mission

The Sangre de Cristo Arts & Conference Center creates artistic, cultural, and educational experiences for everyone.

Who We Are

Since its beginning in 1972 the Sangre de Cristo Arts & Conference Center serves 17 counties surrounding Pueblo, Colorado. With five exhibit galleries, an award-winning children's museum, a school of dance, a school of arts, and ample space for meetings, performances, and events - the Arts Center truly has something for everyone! The Sangre de Cristo Arts Center and Buell Children's Museum are accredited by the American Alliance of Museums.

Salary, Annual: \$42,000 with an additional and generous benefits package

Benefits:

- 401 (k)
- Dental Insurance
- Health Insurance
- Paid Time off
- Vision Insurance

HOW TO APPLY

You must submit: Resume, Cover Letter, and References and meet the job qualifications to be accepted as a candidate for this position. We reserve the right to accept no candidates for this position. The information contained in this position description describes the general nature and level of work being performed in this job. This description is not intended to be an all-inclusive list of responsibilities, duties, and requirements for the employee in this position. The incumbent is responsible for performing all duties in a safe and efficient manner in compliance with safe work procedures and safety regulations. This job description is not intended to constitute an offer or contract of employment. Job descriptions may and do change periodically. We are an EEO Employer.