



Events and Community Outreach Manager

Summary

Envisions and executes all aspects of revenue generating event coordination from inception to recap. Develops and nurtures The Front's involvement and presence within the community (local and climbing).

Primary and Essential Functions

- Researches and recommends events that will promote The Front, generate revenue and improve our presence within the community;
- Plans and coordinates all aspects of an event including carefully documenting details for future reference and planning;
- Works creatively and professionally with local businesses and sponsors to promote events and create more revenue for the gym;
- Trains all front desk staff on event two weeks before an event occurs;
- Ensures proper management and registration of participants for all types of events;
- Manages the event calendar 2-3 months out;
- Ensures adequate staffing for events, schedules staff 30 minutes prior to full pre-shift/event rundown; schedules set-up, clean-up and external crews accordingly;
- Coordinates and directs on the day of event including procuring volunteers if needed, arranging gym layout, decoration, ensuring all event participants know when and where to arrive/ set up, etc.;
- Communicates and coordinates volunteers and manages volunteer tasks. Is in charge of volunteers leading up to events, during events and immediately after events;
- Communicates regularly with management, primary sponsors, and all people involved with an event including but not limited to caterers, DJ's, volunteers, employees, and participants;
- Pulls all DABC permits;
- Designs all event posters, schedules all media (email, social) to ensure social media campaigns and advertising efforts encourage and effectively promote event participation;
- Physically attends every major event and 90% of all other events from setup through take-down;
- Manages and coordinates Special Private and Corporate Events;
- Manages birthday party events. This includes responding to inquiries, facilitating up sale opportunities, coordinating proper scheduling of instructors, qualifying front desk staff as birthday hosts, preparing birthday party client schedule, details each Friday to give to MOD for birthday parties and assisting manager with birthday party inventory;
- Answers all email and phone inquiries within 48 hours;
- Participates in local and climbing industry events representing and promoting the gym;
- Acts as a representative of the organization, is positive, composed and effectively promotes the gym;

- Works with the management to ensure that the event stays within budget;
- Tracks expense, profits, issues, successes, etc for each event and provides an event recap to CEO within 24 hours.

Requirements

- Minimum of 1-2 years hospitality sales industry experience (events, catering, restaurants, bars);
- Previous marketing or live event background;
- Proficient knowledge of the climbing culture (both history and future);
- Excellent social media marketing skills (Instagram, FB, etc.)
- Friendly, approachable and service-oriented;
- Ability to work nights and weekends;
- Strong verbal communication skills;
- Minimum of two years climbing gym experience;
- Strong planning and organizational skills with special attention to details;
- Positive and a cheer leader for the organization;
- Proactive, self starter;
- Excellent project management skills;
- Creative and resourceful;
- Ability to manage stressful situations with composure;
- Well-developed time management skills with the ability to manage multiple priorities and moving parts;
- A superior level of member service and conflict resolution skills;
- Ability to exercise discretion and independent judgment;
- Solid and innovative outreach skills to relevant community partners;
- Ability to build relationships in the community;
- Proficient knowledge of Microsoft Office applications, applicable project management tools and Google docs.

Job Hazards

This position is exposed to airborne chalk, dust and cleaning supplies. And may be exposed to objects falling from great heights when in climbing areas. Other hazards include trips and falls caused by obstacles on the ground such as ropes and climbing gear and slippery surfaces after they have been cleaned.

The Front Climbing Club is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.