**Program MANAGER- Conference & Event Services– CAMPUS SERVICES**

**Position Summary**

 Under general supervision from a designated administrator, oversee the daily operations of the Conference & Event Services scheduling office.  Position accepts and schedules reservations for the Tangeman University Center and other campus facilities and makes arrangements for audiovisual, other equipment, and room set-ups.

**Description of Duties**

**Event Management**

* Assist with the daily operations of the Conference & Event Services scheduling office. Accept, schedule, and confirm space reservations with an event management software scheduling system. Publish events to university calendars. Assist with requests for information and refer to appropriate staff as needed.
* Serve as initial contact for non-academic events scheduled annually in MainStreet and classroom spaces. Maintain master calendar and create system holds for annual university events.
* Serve as primary event liaison to University departments, external entities and community organizations. Serve as lead coordinator on assigned events.
* Act as a resource for UC facilities and assist with recommendations and problem-solving for events and groups. Ensure that university departments (Grounds, Public Safety, and Fire Prevention) are notified as necessary per event requirements.
* Serve as the primary event liaison to event operations staff. Work collaboratively to ensure all event details are accurate and meet the needs of the client and service providers.
* Attend to and communicate event needs to service providers in weekly operations meetings.
* Plan, manage and facilitate year round programs.

**Student Supervision**

* Directly supervise and evaluate a designated number of student employees.
* Provide on-going training to student employees.

**Administrative**

* Develop, implement, and ensure compliance with policies and procedures.
* Provide reports as assigned.
* Be proficient with the online scheduling system, serve as resource to students and staff, and troubleshoot problems as they occur.
* Accurately prepare invoices for scheduled events that incur fees or charges for service in event management software.
* Market the services of the unit to the university.
* Serve on departmental, divisional, and university-wide event committees.
* Other duties as assigned.

**Minimum Qualifications**

Bachelors' degree with three (3) years experience; -OR- Associate's degree with five (5) years experience; -OR- seven (7) years experience. Experience may require at least one (1) year of supervision.

**Preferred Qualifications**

Experience with Resource 25/25Live scheduling software; event planning; student development theory.