



THE MCKNIGHT CENTER

FOR THE PERFORMING ARTS AT OKLAHOMA STATE UNIVERSITY

Events Manager

Position Profile

Reports to: Director of Operations

Status: Full-Time, exempt

Supervises: Possible Interns

MCKNIGHTCENTER MISSION:

To enhance, enrich and transform the lives of individuals for greater inspired living through the power of artistic excellence, shared experiences, and impactful learning opportunities.

VISION STATEMENT:

Oklahoma State University leads land grant universities in their contributions to art and culture in America, creating a dynamic, highly reputable institution where young artists desire to attend and learn, faculty are eager to contribute, and the OSU family continue their loyal journey with a balance of exceptional academics, innovative research and an enriching art and culture environment.

DEPARTMENT PURPOSE:

While the Events area is not its own department, it does have a defined purpose. It is to create and facilitate high-quality event experience for a wide range of constituents both on and off campus, through exceptional customer-service, delivering products and services that connect, enhance, inspire, and create lasting impressions.

We strive to be the premiere event facility in Stillwater; unlike any other.

PRIMARY PURPOSE:

The Events Manager has responsibilities in three primary areas: 1) visiting artist hospitality planning and execution, 2) effective planning and execution of internal donor and special events and 3) sale and execution of outside client rentals for The McKnight Center.

KEY AREAS OF FOCUS

Special Events

- Organize internal and/or external events that exceed expectations but align with institutional budgets.
- Manage all event logistics including decorations, catering needs, menu selections, guest lists, scheduling, programming, etc.



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- Communicate with vendors, security, OSU campus partners, and internal departments regarding guest lists, event locations, event details and production needs, as required.
- Interact with high level donors and prospects at events and during office hours.
- Attend events and provide onsite supervision.
- Oversee regular operation of the Patron Lounge before, after and during concert intermissions.
- In coordination with Director of Development, lead the planning and execution of the annual Gala or other special fundraising events of the McKnight Center.

Event Sales and Rental Activities

- Use Venue Software database to maintain and administer all client and event details and planning.
- Conduct research projects including monitoring activity in other Central Oklahoma area facilities, tracking fees, and other relevant information; recommend and update pricing strategies as needed.
- Book all non-ticketed external events for The McKnight Center.
- Effectively market McKnight Center as rental facility, coordinating the use of the website and other social and mass media tools for building organizational event messaging.
- Use Venue Software to develop, manage & control an annual events budget - including all expected and projected income and materials, labor and equipment expenses.
- Use Venue Software to provide financial and data reports as requested.
- Coordinate with clients to ensure the best experience for the clients' event.
- Coordinate with Operations team colleagues to supervise all elements of the event including set-up, tear-down, linen rental, caterers, and entertainment.
- Timely response to questions related to rental offerings with clear and professional communication skills.
- Coordinate process with internal staff and external rental clients from initial scheduling inquiry through confirmation and/or contracting and post-event settlements and reports.
- Coordinate and work collaboratively with OSU and their facility rental professionals, caterers, and beverage service providers; Other duties as assigned.

Other

- Use Venue management software to maintain a Banquet Event Order (BEO) for each event which provides all details of the event to include vendor name and contact, menu, VIPs, room set up and other key information.
- Effectively coordinate with campus affiliates as needed.
- Communicate and coordinate all production needs with McKnight Center teams.
- Other duties as assigned.

JOB COMPETENCIES AND EXPERIENCE:

- Bachelor's Degree in Marketing, Hospitality, Communications, or another related field required.
- Minimum of 5 years managing events, tradeshow, or educational programs.



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- Comfortable giving tours and public speaking.
- Strong customer service skills.
- Excellent communications, organizational and interpersonal skills, and strong analytical ability.
- Proven track record in successful events and hospitality experiences.
- Creative thinker and fast learner, ability to communicate ideas effectively

ORGANIZATIONAL COMPETENCIES:

- **Effective Communication:** Able to present effectively to large groups of individuals; is clear, articulate, and direct in sharing and providing feedback.
- **Execution & Initiative:** Drives a high-performance culture, having the ability to differentiate performance and demonstrate managerial courage; maintains focus on organizational priorities; seeks to ensure that strategic initiatives are effectively executed and communicated to relevant audiences within the organization; encourages an environment in which results surpass activity and teamwork surpasses results; able to remain focused on only mission-related initiatives
- **Teamwork/Interpersonal Skills:** Builds cohesive teams of people across organization based on strong personal trust and relationships; motivates the organization to increase employee engagement levels; constantly assesses and builds team morale; seeks out relationships with experts as a means of obtaining information about best practices and skills vital to departmental and organizational success; maximizes personal networks in different parts of the organization, campus & community partners, and effectively uses contacts to achieve organizational goals
- **Problem Solving/Judgment:** Appropriately applies risk management practices, including the escalation of risk issues, and recognizes and undertakes opportunities for others to learn from inevitable mistakes, and incorporates experience in future decisions; able to anticipate problems/challenges and required strategy for a situation; makes connections among previously unrelated ideas and looks beyond the first right answer
- **Adaptability/Flexibility:** Encourages others to challenge the status quo; able to quickly adapt during changing circumstances; foresees potential breakdown in the establishment/development of change and proactively recommends modifications to maintain standards of deliverables; anticipates specific reasons underlying resistance to change and proactively implements approaches to address potential concerns; remains active, visible, and engaged throughout all stages of change management
- **Courage & Conviction:** Takes responsibility for outcomes regardless of success and learns from all results; creates a departmental environment where failure is an opportunity for learning
- **Patron Centered:** Uses patron and university feedback to improve service and feed into the business planning; builds performance-based business relationships by identifying and meeting patron needs rather than simply relying on social or affiliated relationships

PHYSICAL REQUIREMENTS

Must use a computer terminal and view a computer screen for extended periods of time. Must talk in person or by phone (frequently and sometimes for extended periods) to people on campus and



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throughout the region. Must constantly use visual acuity to check printed and designed materials of various types. Must be able to navigate within the McKnight Center. Typical office working conditions.

DIVERSITY AND INCLUSION

The McKnight Center is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, color, disability, gender, gender expression, gender identity, genetic information, race, national origin, religion, sex, sexual orientation, or status as a protected veteran.

APPLICATIONS:

Please submit cover letter, resume, and professional references to HR@McKnightCenter.org. Please, no phone calls.