



General Manager

Morrow Event Center & Exhibition Hall

Job Description Duties, Responsibilities, Expectations

The Morrow Center and Exhibition Hall General Manager/Event Coordinator is responsible for the overall daily operations of the Morrow Center and Exhibition Hall, a multi-purpose recreation and event center owned and operated by the URA of the City of Morrow, Georgia. The Manager is responsible to the City Manager and will meet stated objectives of the position by meeting the following basic qualifications and skills and performing the following essential functions:

Section 1: BASIC MINIMUM QUALIFICATIONS

- Excellent written and verbal communication skills.
 - Excellent interpersonal and customer service skills.
 - Excellent organizational skills and meticulous attention to detail.
 - Creative and effective problem-solving skills.
 - Promote, organize, schedule and coordinate amazingly memorable events.
 - Promotion and marketing of facility & services.
 - Ability to hire, schedule, and manage staff and volunteers.
 - Ordering and inventory of supplies.
 - Work flexible schedule including some evenings and weekends to accommodate events.
 - Assist with and/or facilitate cleaning and maintenance of facility as necessary.
 - Completion of the Georgia Program for Alcohol Compliance Training
 - Ability to obtain an alcohol license.
 - Ability to pass a background investigation.
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Section 2: SPECIFIC DUTIES & EXPECTATIONS

Marketing, Promotion, & Client Communication

The GM will promote the Morrow Center and Morrow Exhibition Hall to a variety of potential clients for a variety of uses. The manager will advertise, make cold calls, make presentations, call on customers, and provide other communication as necessary to ensure a high level of activity and use of the facility for different types of events including banquets, meetings, weddings, conferences, games, etc. The manager will work with other service providers (caterers, photographers, decorators, etc.) to maintain information that will help in marketing the facility to clients.

The GM will be expected to meet potential and actual clients and learn about the purpose and expectations for an event, which may include follow-up meetings, phone calls, e-mail, or other communication as necessary, to review event client's arrangements and to address any concerns or changes that may arise. It is imperative to have excellent listening and communication skills during each client meeting or communication. The manager will provide potential and actual clients with accurate cost proposals for use of the facility.

Planning and Coordinating Event Activities

The GM will be responsible for the scheduling and booking of all events and activities by using CaterEase by Horizon Business Solutions. The manager will take calls, e-mails, etc. and maintain an accurate calendar of events for the facility. The manager will help coordinate and oversee setup, delivery of supplies, arrangement of tables and décor (linens, floral, color scheme, etc.) as appropriate or applicable to the occasion. The manager will also be responsible for the provision of services, including equipment and technology set up for a formal presentation as applicable. The manager will be expected to coordinate with local groups on various events and assist in planning and coordinating all city sponsored events held at The Morrow Center.

Arrange Supplies and Services

The GM will coordinate and order all supplies and services for events and maintain appropriate and sufficient inventory. The manager will work with suppliers and service providers on availability for an event to ensure the best service to clients. The manager will work with caterers, photographers, DJ's, florist, videographers, etc. and on-site staff to ensure all details about events are accurate and handled in a professional manner.

Hiring, Scheduling, and Staff Training/Coordination/Management

The manager will work with the City Manager on the hiring and scheduling of full-time and part-time staff for bar management, event setup, bartending, cleaning, and other staffing needs as necessary. The GM will coordinate with other staff as applicable to make sure sufficient employees are scheduled to adequately staff events and provide the best service to clients. The manager will closely and accurately monitor and track hours to ensure staff is on task and make sure clients and guests are safe and satisfied with their experience, while also being conscious of budgetary constraints. The manager will turn in accurate payroll records to the Director of Finance for processing in a timely fashion.

Facility and Event Monitoring

The GM will be responsible for monitoring of the facility, including opening the facility and making sure it is properly shut down, locked and the alarm set following an event. The manager will make sure inventory is secure and accessible only by appropriate persons. The GM will ensure that the facility in general and specific areas in the facility are only accessible by appropriate persons. The manager will know when the building is being used and by whom and make sure that events or use is monitored as necessary.

Financial Management & Record Keeping

The GM will monitor and track the finances of the facility including receipts, expenses, and payroll. The manager will keep accurate records of all finances and use of the facility. The manager will prepare payment requests and deposits for submittal to the Director of Finance for processing and keep the City Manager apprised of all financial matters. The manager will ensure upfront communication of payment policies with clients and ensure proper invoicing and collection of rental fees and the collection and return of deposits as necessary. The manager will be conscious of the facility budget and manage finances to minimize staff, supply, or inventory overruns. The manager will work with the City Manager and City Council on budgeting for the facility on an annual basis.

Clean Up and Maintenance

The GM will ensure that the facility is kept clean and presentable at all times including routine/basic cleaning throughout building (restrooms, public areas, etc.) and clean up before and after events and maintenance of building as needed. Routine cleaning and maintenance may be done by the manager or by other staff as determined by the manager. The manager will be responsible for reporting major problems with the building to the City Manager and/or other City Staff such as the Public Works Director as appropriate.

Other Duties as Needed or Assigned

The GM will be responsible for duties that may not be specifically listed in this document but are necessary to the successful operation of the facility and satisfaction of all clients. The manager's responsibilities may be periodically reviewed and changed by the City Manager from time to time.

Section 3: EMPLOYMENT INFORMATION

Classification: Full Time, Exempt
Rate of Pay: Depending on Qualifications
Benefits: Yes
Reports to: City Manager

Open Until Filled