



## Event Operations Manager, Full Time

Maymont is a 100-acre historic estate and park, located in Richmond, Virginia, with many unique experiences for all to enjoy, including the historic Maymont Mansion, The Robins Nature Center, arboretum, formal gardens, and habitats for native Virginia wildlife and farm animals. With seasonal events, programs and rental spaces, over 800,000 guests enjoy Maymont yearly. Since 1975, Maymont has been maintained and operated by the nonprofit Maymont Foundation, committed to creating experiences that delight, educate and inspire its guests.

The Foundation is seeking a Event Operations Manager to support the Special Events Department in the planning, development and production of high quality community and private events at Maymont. This position reports to the Senior Manager of Special Events and Event Sales and will have a variable work schedule to include evenings, weekends and holidays.

### Essential Functions include:

- Collaborate with Special Events team to manage event delivery including logistics for all events, contract negotiations, venue preparation, security, equipment, food and beverage and entertainment
- Assist in developing event flow, process and protocols for event participants
- Work with Park Operations team to ensure all event information is communicated with the proper teams in a timely manner
- Ensure events follow security, legal, insurance, health and safety regulations
- Correspond with Private Event Rental clients to gather event details
- Oversee population of event calendar for private event rentals as well as Special Events
- Schedule and supervise part-time event staff
- Work with Special Event Manager to lead negotiation with vendors to secure service contracts within event budget
- Work with Director of Park Operations to develop emergency response and evacuation plans
- Work in conjunction with Public Safety to manage escalated on-site issues and security threats during events
- Create reports to analyze and address areas of improvement for event process, protocols, safety and security.
- Oversee vendor selection and review estimates for goods and services.
- Establish training procedures and assist with staff/volunteer deployment during events
- Build, liaise and nurture relationships with vendors, exhibitors, entertainers, stakeholders and industry contacts
- Maintain and build a comprehensive database of industry contacts, vendors, and venues
- Offer solutions to resolve problems in a timely manner
- Troubleshoot and handle any issues that arise on the event day
- Work in collaboration with Special Event team to manage all event set-up, tear down and follow-up processes.
- Perform research in order to assist with event idea generation and re-evaluation
- Assess an event's overall success and evaluate event's results

### Core Competencies:

- Proven success in event operations and logistics
- Ability to work a flexible schedule including weekends and evenings (Tuesday – Saturday work schedule)
- Highly organized and self-motivated
- Experience in maintaining and building business relationships
- Excellent organizational skills, including multitasking, time management, and meticulous attention to detail

(more)



- Enthusiasm and passion for events
- Exercise discretion with internal information
- Ability to handle pressure and make quick decisions
- Knowledge of principles, methods, and practices involved in event production and management
- Considerable ability to identify and isolate problems and to initiate appropriate actions
- Excellent customer service and interpersonal skills with considerable ability to deal effectively with the public
- Considerable ability to interpret Maymont policies, rules, and procedures
- Considerable ability to communicate clearly and effectively with ability to prepare and present accurate reports
- Team player

#### Education and Experience:

- Graduation from an accredited college/university with a bachelor's degree in the hospitality industry or closely related field.
- Five years of progressively responsible experience in special events, operations or any equivalent
- Working knowledge of the Greater Richmond Region desired
- Valid VA Driver's License required

#### Physical Demands:

- Frequent sitting, standing, walking and talking for extended periods
- Frequent climbing, bending, stooping and lifting up to 50 lbs.
- Ability to work inside and outside in all weather conditions
- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus

Competitive compensation and benefits package include paid-time-off and health, dental, vision, disability and life insurance. To be considered for this position, please send a cover letter and resume to: [employment@maymont.org](mailto:employment@maymont.org). Please include the position title in the subject line.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

EOE Maymont Foundation is committed to creating a diverse environment and is proud to be an equal opportunity employer.