

Southeast Events Group

Director, Events & Operations

Salary: \$75,000 annually

Job type: Full-time, Permanent

Shift & schedule: Non-Traditional 40 hours plus based upon event schedule.

Start Date: May 1, 2024

****Please note that this job is in Steinbach, Manitoba and a potential relocation allowance will be available for eligible domestic candidates only****

What we are looking for:

We are looking for the best of the best, a dynamic leader to be our first **Director, Events & Operations** for Manitoba's newest Event Centre opening in the winter of 2024. This Role will lead, shape and buildout our Event Business, Centre Operations and create a positive culture for the entire organization.

The successful candidate will be responsible for leading the day-to-day of event planning, booking and overall Event Centre operations. Reporting to The General Manager, you will ultimately be held accountable for all aspects of the operations of the Event Centre performance including but not limited to Team Management, People Development & Training, Business Development, Financial Management (of Events) all while ensuring a consistent delivery of world class customer service, both internal and external while living a life of exceptional standards throughout the Event Centre. This position will schedule and manage a team of around 50+ employees during events.

This leader should understand that expectations, the never end pursuit of excellence all while living and breathing the Event Business. From creating lasting relationships to ensuring the smallest of details are exceeded no matter the event or size of booking. The Standard is excellence. The expectation is "WOW" from our customers and employees and key stakeholders.

If you are interested and feel you want to take your career to the next level all while making your mark in the future of Southern Manitoba and positively impacting our communities, we'd love to hear from you.

Who Are We:

The Southeast Events Group (SEG) is a non-profit organization, which will bring people together to enjoy community events, sport, recreation, social and cultural activities. Located on in the heart of downtown Steinbach. This new world class facility will be built as a community hub for generations to enjoy.

What you will have the opportunity to do:**Business Development:**

- Develop and maintain a business development strategy that will result in annual growth within Southeast Manitoba.
- Identify opportunities for future growth within the Southeast Manitoba market.
- Maintain and develop relationships with local industry associations and attend regular, monthly events as needed and search those to join and build your network.
- Positively represent the Southeast Events Group in community and industry functions.
- Create and shape systems, policies and procedures from the ground up, you will shape the groundwork for generations to come.
- An Out-of-the-Box Thinker. The terms “it’s been done before” or “this is how we’ve always done it” aren’t in your vocabulary. You’re a bit of free thinker, with your own ideas and aren’t afraid to use your creativity to try.

Team Management:

- Promote a culture of high performance, accountability and continuous improvement that values learning and a commitment to excellence.
- Provide leadership, mentorship, and guidance to all team members. Identify training initiatives that will assist members of the team to develop their skill sets and ultimately result in improved performance and their opportunity for advancement.
- Lead and manage the human resources activities including selection, performance management, employee engagement and learning.
- Direct and manage performance, addresses employee concerns, maintains adequate staffing levels, and facilitates team development.
- Understanding that Leadership is tough, hard work, hard decisions and a lot of balancing of time, this role will challenge you while providing empowerment.

Customer Service:

- Cultivate and maintain relationships with clients, venues, vendors and supporting functions and departments.
- Responds promptly, professionally, effectively, and efficiently to internal and external customer needs.

- Manages difficult or emotional situations. Recognizes a sense of urgency in responding to needs. Follow up to ensure requests and/or needs are met. Ensures commitments are met consistently.
- Service high profile/visibility events and act as a point of escalation when needed.
- Seek out solutions before they become problems, seeking and understanding feedback.

Financial Management & Reporting:

- Drive Results by managing an efficient and profitable operation with a focused approach on revenue maximization and profitability using cost control measures.
- Develop a business plan for each new fiscal year with a corresponding financial budget.
- Review monthly financial reports and initiate appropriate measures to maintain or exceed budgeted projections.
- Maintain an understanding of the financial processes and systems.
- Create the process, build the program through vendors and partners, have a grasp of booking and CRM software.
- Uses analytics, post event reports to dig deep, to understand what the numbers are telling us and how they can be improved or changed, never just letting it go. From per caps to average spend, you're always looking at how to improve.
- Other duties as required to help and shape the environment you want to work in.

You are a perfect fit if you have:

- A history of exceeding employment expectations with a positive can-do attitude.
- Understanding the difference between excellence and perfection.
- A firm grasp on exceeding customers/client's expectations every time.
- A leader who manages today's workforce through empathy, understanding and integrity.
- Previous experience in Event Management & Arena/Event Operations or similar.
- An impressive contact list of those in the sports, entertainment, tradeshow and events. You know people and they trust and like working with you.
- A positive history of relationship building and impress list of contacts in the Arts, Sports, Tradeshow and live events not only the Manitoba Business communities, but worldwide.
- Good Technical knowledge of Audio-Visual Equipment, set up and take down for a multi-use event centre.
- Planning for all types of events from Socials, Ice Sports, Concerts to Tradeshow.
- Solid understanding of financial statements, basic accounting, job cost systems and Manitoba employment laws.
- Demonstrated ability to effectively hire, manage, train, and motivate employees.
- Strong leadership, communication, and collaboration skills.
- Proficient with Google suite, MS Office, and other computer applications.

- Articulate and comfortable presenting to key stakeholders and large groups.
- A firm grasp and understanding that the job is not done until it's done and that overtime and several days in a row are required through long hours as your event schedule dictates.
- Innovative, strategic and a passion to deliver world class events day in and day out.
- A relentless pursuit of the highest standards in all aspects of the business with a focus on cleanliness, organization, and functionality.
- Standards, you don't walk by mistakes, you train, teach and coach. It's a lifestyle.
- Understands that time away from work is just as important as being at work, taking time for personal and self development. Life isn't all work.
- See's this employment as an opportunity for career advancement, wants to learn as much as possible, also understands that you should never be the smartest person in the room.

What we're Offering:

- Start Date, May 1st, 2024.
- Permanent Full Time Opportunity based out of Steinbach, Manitoba.
- Ability to lead a highly skilled team and make a mark on event experiences nationwide in Canada.
- Competitive base salary
- Cell phone & gas allowance
- Extended Health & Dental Benefits with Employee and Family Assistance Coverage
- Relocation Allowance may be available for eligible domestic candidates.
- Opportunity for career development like no other through the opening and operation of Canada's newest Event Centre.
- Working with a peer who takes people development as his number one priority, through coaching, mentoring, teaching and consistent 1:1's - the entire process is to increase your professional skills daily. Also understanding that he is eager to learn from you.
- The ability for growth under a leader who has a history of developing solid leaders across many different platforms. We're not hiring you for this position, we're hiring you to take over your boss's job, we want you to succeed, we will invest in you, develop you and let you flourish in a progressive, positive working environment, built on culture through people first.

How to Apply:

If this sounds like you, then are you ready to audition for a role with us? Start your journey of joining our amazing team of enthusiastic and community like-minded professionals and apply today!

Here at SEG we know that the different perspectives on our team have led to amazing ideas, more innovation, and our success as a company. Our team welcomes applicants of all backgrounds, experiences, beliefs, identities, and statuses. Whoever you are, we cannot wait to meet you!

Job Types: Full-time, Permanent

Salary: \$75,000

Benefits:

- Company events
- Dental care
- Disability insurance
- Employee assistance program
- Extended health care
- Life insurance
- On-site parking
- Paid time off/3 Weeks holidays to start.
- Bank/Days in lieu due to Events Schedule
- Technology package (laptop, cell phone allowance)
- Gas allowance where approved
- Potential Relocation assistance
- Casual Dress none-event days
- Manager Meal Program
- Matching RRSP Program

Flexible Language Requirement:

- French not required but helps.

Schedule:

- Nontraditional, event based. Minimum 40 hours a week.

Supplemental pay types:

- None currently

Application question(s):

- This job is in Steinbach, Manitoba. Will you be able to reliably relocate or commute to this job's location?
- How many years of experience do you have in managing an Event based business unit in the industry?
- Do you have a current contact list of Event Contacts within the industry?
- What is the largest Event you've managed?
- What is the largest number of staff you've managed?

Work Location:

Steinbach, Manitoba

Staffing/Recruitment Firms:

At this time, we're looking for the best of the best, we're not opposed to finding the right leader and will work with those who are willing to help us do so. This posting will be internally set, and such not limited to anyone or any firm at this time. If you feel you have a successful candidate – please contact Jeffrey Bannon, General Manager at jbannon@southeasteventsgroup.ca to discuss particulars and details.