

POSITION DESCRIPTION

Position Title:	Director/Senior Director of Events and Facilities
Department:	Outreach
Time Assignment:	Full time
Exemption Status:	Exempt
Reports To:	Vice President of Outreach
Effective:	July 2017

Position Summary:

The Director will develop, lead and implement a strategic plan that fosters and sustains meaningful engagement opportunities for alumni, friends, campus partners, faculty, students and other constituent groups, with particular focus on programs that would support the mission of the Foundation and enhance loyalty and commitment to the University. This position will provide leadership and supervision of event team members and custodial staff, and management of the McGovern Alumni Center as a venue for programming. With the support of his/her team, the Director will be responsible for strategic planning, sales, marketing and promotion of the Center. This position will work closely with the Vice President of Outreach and NDSU Publication Services to develop dynamic and creative marketing strategies for events and programs designed to increase alumni and student participation.

Essential Duties and Responsibilities:

1. Event and Program Management
 - a. Manage all aspects of meeting, event and conference planning including execution and oversight
 - b. Work with leadership to identify objectives of outreach
 - c. Manage and supervise logistics of all site acquisition and contracts
 - d. Responsible for building and maintaining relationships with ancillary vendors/providers
 - e. Evaluate program goals and objectives against accomplishments
 - f. Partner with the Vice President of Outreach to collaborate with NDSU Publication Services in developing and implementing dynamic and creative marketing and communication plans designed to increase alumni and student participation
 - g. Create and manage event and marketing project timelines
 - h. Oversee management of detailed event revenue and expenses
 - i. Oversee the management of McGovern Alumni Center meeting space, equipment, and related event supplies
2. Leadership and personnel management
 - a. Develop strategies and manage onsite operations of all activities including staffing needs and contingency plans for team to apply
 - b. Oversee and coordinate with internal and external constituencies to determine specific goals and objectives
 - c. Foster a positive work environment, characterized by open communication, collegiality, support, accountability and motivation to optimize staff performance, satisfaction/morale and retention
 - d. Research and educate staff on event and engagement best practices, evaluate new trends, develop and pilot new programs, and establish metrics for tracking success
 - e. Develop and/or assist in managing of the annual budget for outreach events
 - f. Orient, train, mentor, coach and develop team members, encouraging an appropriate level of independence supporting professional growth
 - g. Communicate, support and apply Foundation policies and procedures in collaboration with Human Resources and other management team members

3. Constituent Relations
 - a. Provide exceptional customer service to internal and external clients
 - b. Coordinate volunteer strategies with Foundation and University leaders
 - c. Demonstrate a cooperative and courteous manner toward staff, constituents, alumni, families, and visitors, in person, by phone and electronically
 - d. Participate in and/or attend sponsored activities/events of the Foundation to ensure activity is organized and participant's needs are met
 - e. Attend Foundation sponsored activities/events and ensure a high-quality participant experience
4. Administration
 - a. Suggest areas for process improvement and assist in making improvements when appropriate
 - b. Demonstrate an understanding of and effectively use administrative policies, process and technology tools, event management and facilities
 - c. Respond to routine information requests as needed
 - d. Draft routine correspondence and memoranda
 - e. Represent the Foundation on various committees as requested by the Vice President of Outreach
5. Support a service-oriented atmosphere in accordance with Foundation and Alumni Association mission, values and philosophy
 - a. Adhere to policies and procedures
 - b. Maintain strict confidence of non-public Foundation and Alumni Association information
 - c. Develop and maintain own competence; seek opportunities for continued learning and professional development
 - d. Assist with prudent management of Foundation and Alumni Association resources
6. Perform all other duties as may be required

Essential Functions:

1. Set priorities, develop a work schedule, monitor progress towards goals, and track details/data/information/activities.
Tasks:
 - a. Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.)
 - b. Ability to maintain files accurately, in paper and in software programs
 - c. Ability to maintain records and prepare reports
 - d. Ability to handle multiple tasks simultaneously
 - e. Ability to plan, prioritize and meet deadlines
2. Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.
Tasks:
 - a. Ability to interact in an effective and appropriate manner with diverse populations, internal staff, University community and the public
3. Work cooperatively and effectively with others to resolve problems and make decisions that enhance organizational effectiveness.
Tasks:
 - a. Ability to maintain confidentiality of records and information
 - b. Ability to display excellent judgment and decision making
 - c. Ability to follow through on projects with little supervision

d. Ability to spot problems

4. Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.

Minimum Qualifications:

1. Bachelor's degree or equivalent related experience
2. 4+ years related experience in event planning, management, and catering
3. Experience managing a team
4. Exceptional customer service skills
5. Demonstrated experience collaborating and communicating with a diverse population
6. Proven ability to lead and direct volunteers and peers
7. Excellent time management, organizational skills and ability to handle multiple projects and deadlines
8. Excellent attention to detail and quality
9. Strong written, verbal and interpersonal communication skills
10. Ability to travel and work a flexible schedule dependent upon events/activities
11. Demonstrated proficiency with technology to include Microsoft Office and audio visual equipment
12. General understanding of upkeep and maintenance needs required to maintain building appearance and operation
13. Valid driver's license and proof of insurance

Preferred Qualifications:

1. Bachelor's degree in marketing, hospitality management or related
2. 7+ years related experience in event planning, management and catering
3. Experience in a non-profit environment
4. CPR/First Aid certification
5. Event planning certification
6. Experience with Raiser's Edge, event management systems, or similar systems

Physical Demands:

Ability to safely lift objects up to 40 lbs; climb stairs and manage long periods of standing and physical movement. Ability to set tables and chairs for events. Must have familiarity with audio visual equipment. Ability to drive and secure supplies and meet with clients.

The position description is not intended to be an all-inclusive list of job responsibilities, duties and requirements: but to describe the standard level of work being performed. Employees may be required to perform other duties as assigned or as required by the needs of the business. The NDSU Foundation and Alumni Association reserves the right to add or change the duties of the position at any time.

Employee's Signature

Date

Supervisor's Signature

Date