

City of Manchester

Job Description

Job Title: General Manager

Department: Tourism

Reports To: Tourism Director

FLSA Status: Exempt

Job Summary:

This position plans, manages, supervises, coordinates use of the Manchester Visitor & Conference Center (MVCC). The Visitor & Conference Center Manager is responsible for managing all operational aspects of the MVCC, a 13,000-sq. ft. banquet and conference center. Oversight includes facilities maintenance, coordination of events, and marketing of the facility. This position is responsible for the execution and oversight of the financial management, general operation, marketing and sales initiatives and client development/stewardship of the MVCC. It is required that the General Manager supervises and participates in the planning and daily execution of all conference center functions. Outstanding customer service will be provided, maintaining an accommodating relationship with organizations, businesses, and individuals in the community to ensure successful functions, repeat business, and financial profitability. Specifically, the MVCC General Manager is responsible for directing the staff in servicing all banquet activities, conference meetings, and privately booked functions. This is a “hands on” management position that requires a presence in direction of major facility events. General knowledge of food and beverage preparations, services standards, guest relations, and etiquette is required.

Essential Duties and Responsibilities:

- Prepares and monitors compliance with the MVCC annual operational/facility budget
- Administer annual budget by tracking revenue and expenditures
- Manages sales, marketing, and booking of the MVCC.
- Prepares and reviews event programming to confirm all services and necessary preparations are addressed
- Supervises, directs and coordinates the activities of event personnel, subcontractors and vendors as required to successfully execute assigned programming

- Provides leadership and directions to MVCC staff including by limited to day-to-day operations, settings goals and objectives, making employment decisions, Coordinates client service deliverables with catering, audio-visual concessionaires, security and other contracted service vendors
- Supervises, monitors, and controls event billing per contracts
- Develops, recommends and implements technical and operational procedures and systems to achieve improved economy and efficiency
- Works to achieve operational efficiencies and reduced operational costs
- Manage the maintenance of financial records, including revenue and fees generated by programs, program operational costs, facility revenue and expense schedules, budget projections, and analyses
- Manage operational and physical maintenance of the MVCC facility and grounds.
- Attends networking events to promote the MVCC.
- Consults with clients to define meeting objectives; determines meeting and function space requirements; prepares and reviews contracts with clients for City approval.
- Reviews customer satisfaction evaluations and ensures that follow-ups with clients are made after events for feedback with staff and recommends changes to procedures and operations to improve level of customer services
- Manages the planning and execution of annual holiday events that are open to the public
- Maintain knowledge of and apply all laws relating to events and activities, including labor, alcohol and sanitary conditions
- Provides office leadership to include maintaining proficiency in office skills specifically in the use of Microsoft Office and Quick Book applications
- Performs other duties as assigned

Knowledge, Skills, and Abilities:

- Excellent oral and written communication skills
- Active listening and questioning skills
- Ability to make sales presentations
- Ability to research prospects and make event solicitations
- Excellent follow-up and organizational skills
- Leadership and supervisory skills
- Demonstrate understanding of current and advanced audio/visual technologies utilized in conference facilities

- Demonstrate understanding of facility maintenance and repair needs and solutions to include utilities and security systems
- Ability to work effectively in fast paced and stressful situations as the General Manager of the MVCC

Minimum Requirements:

- Bachelor's Degree from an accredited institution and five years of full-time work experience in conference center/special events, and sales, marketing operation; including supervisory and financial management/budgeting experience or comparable experience.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk to hear. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.