

DOVER HALL EXPERIENCES



JOB DESCRIPTION: EVENT MANAGER

To apply please do so via: <https://www.doverhallexp.com/careers>

Company: Dover Hall Experiences

Location: Dover Hall and Bartizan

Position Type: Full-Time

Pay Range: Salary \$50-\$80K depending on experience

Be part of a Rockstar Team and one of the top 25 fastest-growing companies in Richmond. Opportunities for promotion from within for true hospitality heroes looking for a career. The Event Manager is responsible for leading and assisting the management of all private and public events at the Dover Hall Experiences properties. This position will work closely with the Event Sales Team, Event Managers, Culinary Team, and VP of Operations to ensure 100% guest satisfaction before, during, and after all events. Reports directly to VP of Operations.

RESPONSIBILITIES

- Assist in managing set up, execution, and breakdown of all private/public events as dictated by the BEO
- Function as the primary point of contact during specified events for host/planner/vendors
- Prepare BEOs for designated events to DHE standard
- Assist in managing scheduling and hiring of event staff, maintaining targeted labor costs
- Professionally handle any negative actions by employees, document accordingly, coach, and counsel to correct, and execute terminations as needed
- Assist in the development of a training program for the events team to elevate their skill set and distinguish DHE in the marketplace
- Partner effectively with the Event Team to execute systems currently in place
- Maintain and improve systems for the execution of events
- Assist in maintaining monthly inventory of all china, flatware, glassware, linens, décor, audiovisual, etc.
- Assist in maintaining SOP to keep all inventory properly stored and in working condition
- Attend weekly BEO/Staff meetings and contribute to making DHE better every day
- Assist the DHE Team with social media channels, maintaining the DHE brand and uniform voice
- Attend community events to promote DHE properties and services
- Function as a DH liaison to B&B guests, including check-in, check-out, F&B service, housekeeping, and any other services required

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REQUIREMENTS

- Proficient in English
- Minimum three years of experience in a high-end hospitality environment
- Previous experience in a similar role (i.e. Banquet Manager, Events Manager)
- Work evening and weekend events regularly
- Ability to work on feet for extended amounts of time
- Ability to lift/move equipment as needed
- Experience with POS software
- General computer skills including Microsoft Office, Event management software, and Floor plan software
- Team player with outstanding people management and communication skills
- Desire to be innovative in the hospitality world, offering suggestions for improvement