

Position: **Event Manager**

Start Date: Immediately

Employment Type: Full-time



POSITION SUMMARY

It takes fun people to run a fun business! We're looking for a team member to lead the events and sales group in Duluth, MN. Skyline is a family entertainment center (FEC) that focuses on fun experiences with socializing & games. At Skyline, our niche includes both leagues and events. While our leagues are close to capacity, private parties & events are now a major part of our continued growth. This candidate will need to lead, manage, and hold our team accountable. We operate as a team with positive energy and thoughtful sales skills. It is a fast environment so good communication is required for both our team and for our guests. Creative thinking and problem-solving are highly encouraged as we continue to lead in the entertainment industry. The ideal candidate will strive for continuous growth, especially with our plans to expand into additional markets in the next few years.

Need more convincing? Check out our YouTube channel to see what we are all about:

- Summer season: https://youtu.be/lIV09P-N_RI?si=dNxvyp02lshIXO1Y
- Winter season: <https://youtu.be/DhG3OlzTSc0?si=F66gbGD-AWa9nO9B>

RESPONSIBILITIES

- Lead, manage, and hold the team accountable
- Manage online leads and generate relationships
 - Communicate with potential and current guests via phone calls, in-person, and digitally
 - Stay organized and respond quickly, coordinate and host tours in event spaces, and convert leads to bookings
 - Represent Skyline in the community at various events
- Schedule and coordinate large group private events and parties
 - Communicate with customers to determine needs and help organize event details, including food, drinks, room reservations, buyouts, and entertainment options
 - Schedule ongoing or repeat events
- Implement and optimize large group and event processes
 - Request group and event feedback. Respond and share feedback with team members
 - Communicate with operational managers for event requirements, special requests, and orders
- Ensure a positive guest experience and manage goals for all events
 - Standardize all contracts, event execution handbook, and event packets
 - Track performance and analyze data with sales trends, and monitor goals
- Manage room & group booking software and tools
- Organize and manage special events into banquet event orders
- Schedule and coordinate Skyline's own team building and company parties

SUCCESS FACTORS

- Demonstrates our core values: find the fun, guest first, team player, problem solver, and pride in work
- Strong interpersonal skills and attention to detail
- High energy and outgoing personality
- Ability to prioritize tasks and juggle competing deadlines effectively, remaining calm under pressure
- Extremely organized and detail-oriented
- Proficiency with Microsoft Word, Excel, Google Docs, Google Sheets, Gmail, Google Calendar and Dropbox
- Knowledge of Microsoft Office programs and Customer Relation Management systems

COMPENSATION

- Salaried position (\$44,000-\$50,000/year)
- Medical plan
- Retirement savings plan with employer match
- Paid time off, paid maternity leave, and paid holidays to spend time with friends and family
 - Paid holidays include: Christmas Eve, Christmas Day, Easter, Memorial Day, Independence Day, Thanksgiving, and Labor Day
- Bonus program up to \$5,000/quarter
- Free & discounted entertainment
- Meal compensation program

PHYSICAL REQUIREMENTS

- Must be able to speak, hear, see, read, write, type, dial reach, bend, stoop, and lift
- Must be able to clearly verbally communicate with team members and the public

- Must be comfortable in an occasionally loud atmosphere

APPLICATION PROCESS

Please submit the following information to the contact information below.

- Cover Letter
- Resume
- Three professional references
- Letter of recommendation (optional)

CONTACT INFORMATION

For questions about the position, please contact Jordanne Gens

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Hermantown, MN 55811

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