



**Position Title:** Events Manager

**Education:** 3 years minimum experience in events production or events management. Undergraduate degree in related fields preferred.

**Direct supervisor:** Director of Programs

**Status:** Exempt/ 40 hours per week / \$47,500/year

**DESCRIPTION:**

The Events Manager is responsible for responding to group and event requests for Ghost Ranch to increase revenue possibilities for the Ranch. The Events Manager is the main point of contact for groups and events and is responsible to ensure a positive guest experience. The Events Manager prepares and administers contracts and guest packets, inputs correct information into Ghost Ranch software and coordinates with appropriate staff/departments for guest/events needs and for a smooth process when the groups are at Ghost Ranch.

**RESPONSIBILITIES include but not limited to the following:**

- Graciously respond to potential guests' inquiries and help them understand the opportunities at Ghost Ranch for their event.
- Create estimates, contracts, and invoices for groups.
- Provide a packet for each group coordinator with information about Ghost Ranch and the facilities with a form to collect information from each group no later than two weeks prior to their arrival
- Negotiate contracts until arrival
- Coordinate group needs across departments
- Collect payment from each group
- Provide reporting, forecasting, and historical data to various departments.
- In collaboration with the Systems Administrator, build room blocks and monitor blocks and property availability.
- Make changes to room blocks as needed
- Manage all room reservations within each block
- Greet each group leader, check in regularly during each group's visit or delegate to Events Coordinator when not available.
- Be available to each group to answer questions before arrival, during the stay, and after departure or delegate to Events Coordinator when not available.
- Put together an events scenario two weeks prior to each event that is shared with all staff at Ghost Ranch
- Go over event scenarios at the weekly huddle

- Survey guests and staff to assess events/guest experience to improve operations moving forward.

A flexible schedule is required for this position. The Events Manager must be available to greet and check in on all groups so nights and weekends are required.