



Job Description

Job Title: Set Up Manager

Reports To: Director of Operations

Department: Renasant Convention Center & Cannon Center

Supervises: Yes

FLSA Status Full-Time Salaried; Exempt

POSITION SUMMARY: This position is responsible for proper setup, servicing and break down of all events, house, and catering functions by performing the following duties.

ESSENTIAL FUNCTIONS: *This position description is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification, but are intended to accurately reflect the primary job elements.*

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Inspects each function room prior to the event to ensure that the client's needs and the Convention Center standards are met.
2. Responsible for initiating and maintaining contact with each Event Manager to ensure that all last-minute requests and changes are provided, handles last-minute requests, and communicates changes to appropriate staff.
3. Meets with Event Set Up Staff on a daily basis to ensure that dress and personal hygiene requirements are met in accordance with department standards.
4. Reviews Event Resumes and assigns specific duties to each Set Up Specialist.
5. Inspects each function room prior to, and during breaks to ensure that all requirements reflected on the Event Resumes are met.
6. Ensures the proper use and storage of all Convention Services equipment and reports necessary repairs.
7. Supervision responsibilities of these areas includes interviewing, hiring, and training part-time employees; planning, appraising performance and rewarding or disciplining employees in conjunction with MMG Policies and Procedures, addressing complaints and solving problems associated with department employees.
8. Observes and report facility repairs, maintenance, and safety issues, as necessary.
9. Maintains safe, secure, and sanitary working conditions and leave work area in a clean and orderly fashion.
10. Abides by all MMG policies in the Human Resources Policies and Procedures Manual.



11. Implement facility rules, regulations, policies, and procedures.
12. Anticipate problems and appropriate solutions. Investigates, analyzes, and resolves operational problems and complaints.
13. Responds appropriately to emergencies or urgent issues
14. Performs other duties as assigned or directed.

SUPERVISORY RESPONSIBILITIES:

Directly manages and supervises all set up Staff to include: (full-time and part-time). Carries out supervisory responsibilities in accordance with MMG's policies and applicable laws.

Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

MINIMUM QUALIFICATIONS: High school diploma or general education degree (GED), plus four (4) years' experience. Bachelor's Degree from an accredited college or university in hospitality management or related field preferred.

CERTIFICATES, LICENSES, REGISTRATIONS:

Must possess a valid Tennessee or State Issued Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES:

- Work independently, exercising judgment and initiative with minimal supervision.
- Maintain an effective working relationship with employees and others encountered through the course of employment.
- Work effectively under pressure and/or stringent schedule and produce accurate results in a fast-paced environment.
- Organize and prioritize work to meet deadlines. Remain flexible and adjust to situations as they occur.
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Operate standard office equipment and personal computer(s) using Microsoft Office



COMPUTER SKILLS:

Basic Skills, Excel, and PowerPoint with at least 5 years' experience.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

Physical Demands: Requires sedentary work involving standing and walking for brief periods, exerting up to 50 pounds of force on a regular basis; and some dexterity in operating office equipment; must be able to use hands and fingers. Activities occur inside and outside the convention centers with exposure to adverse weather conditions. Ability to work flexible hours including nights and weekends. Public Safety Officer may be subject to verbal/physical confrontations.

Unavoidable Hazards: The position is exposed to no unusual environmental hazards.

Sensory (ADA) Requirements: The position requires normal visual acuity and field of vision, hearing and speaking abilities.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

MMG is an Equal Opportunity Employer. MMG provides reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.