

Irish American Heritage Center Seeks Events and Operations Manager

The Irish American Heritage Center, (www.irish-american.org) a non-profit membership organization dedicated to the preservation of Irish culture, music, literature, drama and traditional dance and education, is seeking an Events and Operations Manager.

This position is responsible for generating revenue growth and ensuring service excellence across the Center's bar, rental, ballroom, and event-related operations.

Please find the full description of responsibilities and required qualifications for the position included below.

ROLES AND RESPONSIBILITIES

I. Room Rental and Event Activities – 30% of Time

- A. Oversees the customer experience for all weekly Center activities
- B. Works with customers and potential customers to align the Center's spaces, services, and assets to their needs in a way that delights them and exceeds their expectations. Tours rooms, accepts deposits, writes up contracts, invoices balances, and tracks all payments
- C. Arranges internal catering or works with outside caterers in order to meet the food and beverage needs of customers
- D. Schedules routine and special events and assigns rooms as appropriate
- E. Works closely with internal event managers and planning committees to define event goals, objectives, budgets, and specific implementation plans that lead to a profitable result and a high quality member experience
- F. Manages VIP and key stakeholder experiences at Center events

II. Fifth Province Lounge and Kitchen Activities – 30% of Time

- A. Oversees bar and food service operations
- B. Ensures profitability of bar and food service operations
- C. Manages food and beverage inventory ensuring stock is kept at appropriate levels

- D.Ensures that all appropriate food and beverage licenses are kept up to date
- E.Ensure that all bar and kitchen staff is properly certified, as appropriate
- F.Acts as backup for bar and kitchen staff, bartending, serving and cooking as needed

□□□□ III.Facility Management Activities□□ 20% of Time

- A.Maintains the appearance of the Center by ensuring cleanliness and good repair of all rooms and equipment through supervision of the janitorial staff
- B.Ensures that all rental rooms are set-up in line with customer expectations
- C.Coordinates all space layout, set-up, clean-up, and in-event management responsibilities for large Center events
- D.Ensures all building licenses are up to date and that the Center meets all City of Chicago building code requirements
- E.Takes delivery of supplies, food, beverages, and other packages received from vendors or mail services such as UPS, FedEx, etc.

□□□□ IV.Management Activities□ 20% of Time

- A.Oversees cash operations in Fifth Province
- B.Works with Executive Director to develop and maintain annual budget for the Fifth Province, Erin Room, Kitchen, and Social Rental Operations
- C.Works to ensure Center profitability by diligently evaluating products and services for quality and price
- D.Works closely with the Public Relations Manager to market the Center as a venue for special events such as weddings, banquets, concerts, meetings, etc.
- E.Supervises bar, service, kitchen, and janitorial staff
- F.Maintains kitchen logs
- G.Recruits, interviews and selects bar, kitchen, service, and janitorial staff.
- H.Evaluates staff performance on a regular basis and appropriately rewards or takes disciplinary action as necessary
- I.Prepare staff schedules on a weekly basis
- J.Reports performance trends to the Board on a monthly basis

KEY MEASURABLE OUTCOMES

1. Net Income
2. Customer Satisfaction
3. Number of Center Customers
4. Space Utilization
5. Process Efficiency

KNOWLEDGE AND SKILL REQUIREMENTS

- Bachelor's degree in hospitality management or business administration preferred
- Minimum of five years' hospitality management experience, including food and beverage operations.
- Must be computer literate with the ability to use word processing, spreadsheet, and database software (Word, Excel, Access). Knowledge of email and the Internet preferred
- Must be very organized and detail oriented
- Ability to multi-task as well as stay on task and concentrate with constant interruptions
- Must have strong customer service orientation.
- Demonstrated organizational and negotiation skills
- Must have strong verbal and written communication skills.
- Must have strong fiscal responsibility and business acumen
- Must help drive business strategy and processes
- Cross-functional collaboration skills are essential - expected to partner effectively with multiple stakeholders to understand the scope of event deliveries
- Prior experience with marketing and producing cultural events
- Demonstrated ability to present a positive public image

OTHER REQUIREMENTS

- Must have regular and predictable attendance.
- Knowledge or interest in Irish culture.
- Must be able to work a regular weekend schedule

Interested candidates should forward resume and statement of interest, along with salary requirements, by email to: employment@irishahc.org or Irish American Heritage Center, Attention: Executive Director, 4626 N. Knox Avenue, Chicago, IL 60630. FAX 773-282-0380.