



## **JOB DESCRIPTION**

**POSITION TITLE:** Manager, Special Events and Operations

**YEAR ROUND/SEASONAL:** Year Round, hourly

**EFFECTIVE DATE:** Dec 1, 2023: part time hourly approx. 5-20 hours per week

March 1, 2024 and beyond: Full time plus overtime when necessary

**REPORTS TO:** Tamara Bankson, MMCF Executive Director

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### **SUMMARY DESCRIPTION:**

The Manager is responsible for design, planning, execution, operational logistics of all Mammoth Mountain Community Foundation fundraisers and/or special events and activations. Event success is in the details, so organization, thoroughness and time management skills are a must. Major events include but are not limited to: Mammoth Invitational, Mammoth Wine Weekend and the Mammoth Gran Fondo. Smaller activations include, member recognition gatherings, MMSA or local activations and volunteer recognition gatherings. The manager is responsible for working cohesively with Mammoth Mountain Ski Area, LLC, (MMSA) Town of Mammoth Lakes (TOML) the MMCF team and a variety of outside contractors to plan and execute all aspects of the major events; including event logistics, managing staff and volunteers, securing sponsors and or in kind support for events, securing vendors/contractors, managing live and silent auctions, permitting, participant management, marketing and communications, and budget management for major events and small activations.

The successful candidate will demonstrate an aptitude for working with people, a commitment to our mission and values and extraordinary organizational skills and attention to detail and accuracy.

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### **JOB REQUIREMENTS:**

The ability to simultaneously handle several complex layers of detail in relation to multiple events and work crews is essential. Must be able to manage organization resources including other departmental relations, communication plans, key employees and financial budgets. Ability to manage sensitive donor relationships in regards to special events as well as engage, recruit and motivate volunteers. Must have exceptional people skills and guest service abilities. Must have the ability to work independently and make autonomous decisions within clearly defined objectives, budgets and timelines. Flexibility and a professional, helpful attitude are key. Must be able to work flexible hours and adjust to variable event hours and needs including late night/early morning requirements. Must be a self-starter, detail oriented, multi-tasker and able to meet deadlines. Must have excellent written and verbal communication skills.

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#### Minimum Requirements:

Minimum of 5 years in large scale (1000+) event production, with varied scope of types of events.

Minimum of 5 years working in a non-profit or public service sector.

Minimum 3 years working with permitting and/or government/public processes for approvals of special events.

Minimum 3 years in a supervisory role with direct reports. Experience with volunteer management a plus.

Proficiency in Microsoft applications required: Word, Excel, Powerpoint, Teams required.

Knowledge of auction and CRM/giving platforms, Givesmart, Greater Giving, Donorbox, IDonate or similar.

Knowledge of MMSA or other ski area operations and Mammoth Lakes/Mono County Area a plus.

Must possess a current CA Class C driver's license or have the ability to obtain one within 90 days of employment.

Positive demeanor with excellent communication and organizational skills required.

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#### PRINCIPAL DUTIES AND RESPONSIBILITIES:

##### Events– 80%

- Serve as the main authority in all MMCF special events and small activations.
- Deliver extraordinary large scale special events, with emotional connections to our mission and purpose.
- Execute events with smooth and cohesive logistics between all aspects of the events from concept to wrap up.
- Work with MMCF Director to execute existing MMCF events, with consideration to ROI/ROM, operational feasibility and brand alignment.
- Collaborate with MMCF Director to develop new special events and refresh legacy events that reflect our brand and our mission.
- Engage, contract and manage third party event production companies or other vendors for successful execution of events.
- Solicit new and existing sponsors and manage their involvement to add additional value to events.
- Work with MMSA Marketing and special events department to develop and deliver special events on MMSA grounds. Work cohesively to adhere to all MMSA and other agency/company policies.
- Collaborate with MMSA/MMCF Public Relations and marketing departments to develop and deliver proper messaging and narrative associated with special events that support the mission and vision of MMCF.
- Determine necessary permits and approvals for all special events and obtain all required clearances/permits. Follow up and ensure compliance with permits and approvals.
- Purchase any necessary supplies under the budget requirements of each event. Maintain, inventory and refresh supplies as needed.
- Schedule and host effective operational meeting(s) to plan and execute the event with the key players.
- Act as a cross-department and agency liaison as it relates to event planning and execution.



- Work closely with multiple departments and agencies including: TOML, Mono County, Department of Transportation, ABC, The Village at Mammoth, MMSA departments include but not limited to: Catering, Food and Beverage, Property Management, Transportation, AV/Entertainment, Film Locations, Outside Operations, Unbound, and Race Department.
- Work across departments and agencies to ensure efficient coordination of all aspects of event, from start to finish, including supervision of event personnel and volunteers. Provide detailed plan of event to other departments/agencies as necessary.
- Ensure event compliance and HR compliance with MMCF, Town of Mammoth Lakes (TOML) and other entities/agencies' safety policies and procedures.
- Deliver extraordinary service levels to both guests and internal customers. May be required to implement ticketing services for events and/or support ticket services.
- Provide event feedback with a critical eye, including documentation of ideas on how to improve/modify and grow each event.
- Work closely with MMCF Director to determine ROI/ROM on events and activations, and set plans for improvements.
- Collaborate with MMCF Director to celebrate and communicate the success of events with all key players; operators, donors, volunteers etc.

#### Human Resources – 15%

- May be required to supervise other MMCF or MMSA employees and/or MMCF volunteers.
- Ensure all onboarding, waivers, timekeeping and HR requirements are met for any direct reports, seasonal or short term hires or volunteers.
- Requires daily interaction and liaison management of multiple MMCF and MMSA departments and/or TOML departments, including but not limited to IT, PR/marketing, operations, hosts, parking, transportation, security, facilities, law enforcement, Department of Transportation, etc.

#### Other Duties as Assigned – 5%

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#### WORKING CONDITIONS:

- Working outdoors at Mammoth Mountain Ski Resort and in/around the town of Mammoth Lakes and Mono County is required during special events and/or activations.
- Outdoor work in a mountain environment involving exposure to extreme winter weather, crowds, heavy equipment, event materials and large numbers of employees and guests in compact venue locations is required.
- Extensive office work, lengthy hours at a computer and in various meetings are required.
- Long hours will be required due to the nature of specific special events. During some special events, required working hours may be extended up to 15 consecutive hours in a 24-hour period.
- Must have the ability to transport and move items up to twenty (20) pounds frequently and transport and move items up to fifty (50) pounds occasionally.
- Mental strain may occur due to operational pressures, deadlines and the many diversified duties.
- Employment is contingent upon the successful completion of pre-employment checks including a criminal history, and driving record check.



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#### ORGANIZATION STRUCTURE:

Incumbent reports to: MMCF Executive Director

Number of employees reporting directly to incumbent: varied number staff or volunteers during events.

Number of employees reporting to the incumbent through subordinates: 0, however the position routinely directs dozens of employees or volunteers who are supporting events.

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#### SUPERVISION RECEIVED:

- Immediate: Incumbent performs established repetitive duties. Specific instructions provided daily.
  - Close: Incumbent operates independently on assigned work, checks in routinely with supervisor.
  - General: Incumbent plans, arranges and prioritizes own work, consulting with supervisor occasionally for guidance. Receives direction only on unusual or highly complex problems.
  - Limited: Broad objectives are outlined. Most assignments are broad in scope without specific detail provided. Work is judged on overall results and ROI/ROM.
  - None: Incumbent sets objectives and standards of performance. Work is reviewed by Senior Manager(s).
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#### Position Benefits

This position is part time hourly until approximately March 1, 2024, subject to change. MMCF offers a benefits package to all eligible (full-time/ 40 hr./ week) employees. Benefits include Medical coverage, Simple IRA Retirement Plan, 2 weeks of Paid Time Off (PTO), Immediate Paid Holidays and a complimentary MMSA season pass.

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NOTE: This job description only covers the primary functions and responsibilities of the position. It is in no way to be construed as an all encompassing list of duties. Other duties will be assigned as needed.