THE CLIBURN

Job Description

Job Title	Events Manager	Department	Donor Relations
Status	Exempt, Full-time	Reports to	Director of Donor Relations

General Description

The Event Manager supports the Director in planning, coordinating, and executing events for patrons who value an elevated experience, carrying out the Director's concept and direction with minimal supervision. This position maintains luxury service standards with impeccable attention to detail, discretion, and anticipation of patron needs, while working tactfully with patrons who may prefer the Director and using sound judgment to know when a matter should be deferred.

Responsibilities

Production

- **Event Planning.** Partner with the Director and event chairs to understand each event's requirements, preferences, and budget, translating the Director's direction into timelines, floor plans, seating charts, run-of-show schedules, and contingency plans.
- **Event Materials and Mailings.** Manage event materials, such as underwriting letters, sponsorship materials, save-the-dates, invitations, and reply cards, working with the communications team and graphic designer on content, design, printing, and mailing schedules. Maintain invitation lists, patron information, and response tracking.
- **Venue, Catering, and Vendor Coordination.** Coordinate logistics with the venue, catering team, and vendors such as florists, photographers, entertainment, and transportation, including negotiating contracts, finalizing menus and dietary accommodations, and confirming schedules and services.
- **Event-Day Execution.** Oversee setup, service, and breakdown. Make sure décor, audiovisual, staffing, and food and beverage service match the event plan before guests arrive and run smoothly throughout.
- **Patron and Guest Relations**. Serve as a point of contact for patrons and guests, answering inquiries and resolving issues with discretion. Work tactfully with patrons who prefer the Director, keeping the Director informed.
- **Budget Management**. Track budgets and expenses, verify contracts and invoices, find savings without compromising quality, and reconcile payments after each event.
- **Post-Event Evaluation.** Coordinate debriefs with the Director, event chairs, staff, and vendors. Gather patron and guest feedback, and record lessons learned and patron preferences to improve future events.

Sales

- **Table and Ticket Sales.** Support the Director in selling tables, tickets, and sponsorships to meet revenue goals, handling sales directly when appropriate and following up on commitments the Director secures.
- **Sales Tracking and Data Entry.** Accurately record all sales, payments, seating, and patron details in the database. Follow up with patrons to confirm purchases, collect guest names and preferences, and process payments while maintaining continuity with the Director's relationships.
- **Revenue Reporting.** Monitor progress against revenue goals and update the Director regularly on outstanding commitments, unpaid balances, and open tables, flagging gaps early.

Operations and Support

- **Administrative Support.** Provide administrative support to the Director and the department, including managing correspondence, scheduling, files, and event records, and preparing materials, reports, and documents as needed.
- **Cross-Departmental Collaboration.** Work with colleagues across departments, such as finance, development, and artistic, to coordinate event needs and support institutional events beyond the department's own calendar.
- **Department Operations.** Keep systems, vendor files, templates, and patron records organized and current.
- **Commitment and Flexibility.** Bring an enthusiastic, team-first attitude and willingness to go beyond listed responsibilities wherever needed.

Education, Experience, and Attributes

- Bachelor's degree required
- 3–5 years of event planning or management experience, preferably with high-end, nonprofit, or hospitality events
- Experience managing vendors, contracts, budgets
- Familiarity with Raiser's Edge or other CRM
- Fundraising and/or sales experience preferred
- Clear, professional written & verbal communication
- Availability for evening and weekend work
- Self-motivated and self-directed
- Exceptional attention to detail and accuracy
- Tact, poise, and polish with discerning patrons and guests
- Sound judgment, knowing when to defer to the Director
- Discretion and trustworthiness with confidential info.
- Strong organizational skills; able to prioritize multiple projects in a fast-paced environment
- Flexible and calm under pressure, adapting to change quickly and gracefully

*** Accountable ▪ Consistent ▪ Self-Regulated ▪ Conscientious ▪ Collaborative ▪ Committed to the Cliburn's Mission ***