



Event Services Manager Job Description

ABOUT BERT OGDEN ARENA

Bert Ogden Arena is the premier entertainment and sports venue in the Rio Grande Valley, hosting concerts, sporting events, graduations, community events, and more. We are a guest-focused team committed to delivering exceptional experiences at every event. We are looking for experienced leaders who are passionate about live events, thrive under pressure, and are committed to growing with our organization.

JOB SUMMARY

The Event Services Manager oversees the planning and execution of events to ensure high-quality delivery, operational efficiency, and exceptional guest and client experiences. This role manages Event Services staff, collaborates cross-functionally with internal departments and external partners, and ensures seamless event execution from concept through completion while supporting departmental financial and operational goals. The Manager serves as primary event owner for mid-to-large scale events (3,000–6,000+ attendees) and actively participates in all events regardless of size and primary ownership.

WHAT TO EXPECT IN THIS ROLE

We believe in being upfront. Here is an honest picture of day-to-day life in this role:

- You will be the primary decision-maker on the event floor when the Director is not present — other departments look to you for information
- Operational priorities shift rapidly — the ability to adapt quickly and independently is essential
- You will manage a team while also executing events — both responsibilities happen simultaneously
- You will be expected to operate with limited day-to-day oversight — sound judgment and initiative are non-negotiable
- Event days can be long — evenings, weekends, and holidays are a consistent and regular part of the schedule
- Balancing strategic planning with active, event floor management simultaneously
- You will be responsible for client relationships, staff performance, financial accountability, and event quality — all at once
- A work-life balance rotation model is in place — the team shares event-day coverage so no single person carries everything
- You are expected to embrace a ‘See something, say something’ culture—whether it’s a safety concern or a gap in event planning.

PRIMARY RESPONSIBILITIES

Event Ownership & On-Site Leadership

- Serve as primary event owner for all mid-to-large scale events with attendance of 3,000–6,000+, including concerts, sporting events, and high-complexity productions
- Serve as the on-site Manager on Duty for all assigned events —the front of house decision-maker when the Director is not present , providing information to all departments
- Manage events from concept to completion, ensuring all details align with client expectations and contractual requirements
- Develop and communicate event timelines, deliverables, and operational plans to internal teams
- Review and maintain event documentation including event orders, run-of-show timelines, and post-event evaluations
- Prepare and submit Projected Labor Reports (PLRs) and briefing sheets for all assigned events



- Maintain, update, and distribute the event resume for assigned events, ensuring accuracy and timely communication to all departments
- Rotate event-day coverage with the Event Services Coordinator to support work-life balance and ensure consistent operational coverage
- Utilize the department's project management system to assign, track, and update event tasks for accurate team-wide communication

Team Leadership & Development

- Directly oversee and provide leadership, guidance, and performance feedback to the Event Services Coordinator and leads
- Supervise event staff (ushers, ticket takers, security, parking) and zone leads
- Assist with recruitment, hiring, onboarding, and training of team members
- Assign event roles and responsibilities based on staff experience and event requirements
- Provide day-to-day coaching and performance feedback to support staff development
- Foster a positive team environment that promotes accountability, transparency, and engagement
- Maintain professionalism and composure while managing competing priorities, staffing challenges, and client expectations simultaneously

Client & Tenant Relations

- Serve as primary point of contact for the Vipers Basketball Team — organizing and facilitating preseason, midseason, postseason, and weekly game planning meetings
- Serve as a primary point of contact for all assigned clients, ensuring clear communication and exceptional service
- Participate in client meetings, site visits, and planning sessions.
- Manage client relationships by setting expectations, addressing concerns, and incorporating feedback

Financial & Administrative Oversight

- Assist in managing departmental budgets and monitoring event-related expenses
- Track labor and operational costs, supporting financial reporting and forecasting
- Ensure compliance with purchasing policies, including purchase orders and expense reconciliation
- Support accurate recordkeeping of event documentation, contracts, and reports

Safety & Compliance

- Coordinate with the Emergency Management Coordinator (EMC) on safety protocols, crowd management plans, and emergency action procedures for all events
- Support implementation and enforcement of safety protocols, emergency procedures, and guest service standards
- Ensure staff are informed and trained on safety procedures and event protocols

SECONDARY & SUPPORT RESPONSIBILITIES

- Actively participate in and support all events regardless of size — no event is outside the scope of this role
- Support the Coordinator in developing their skills and growing toward increased ownership
- Contribute to departmental strategic planning and long-term operational development
- Identify opportunities to improve event operations and enhance the guest experience
- Support implementation of new processes, tools, and service enhancements



SHARED DEPARTMENTAL RESPONSIBILITIES

- Coordinate with internal departments including Operations, Maintenance, Food & Beverage, Accounting, Human Resources, and Sales & Marketing
- Ensure all departments are aligned on event requirements and timelines
- Facilitate communication between teams before, during, and after events
- Help ensure all events meet company policies and regulatory requirements
- Maintain high standards of customer service across all events
- Support the department's work-life balance initiatives including event rotation coverage and comp time policy

SUCCESS IN THIS ROLE LOOKS LIKE

- ✓ Leading and executing confidently in a constantly changing, high-pressure environment
- ✓ Strong communication across departments, clients, vendors, staff, and executive leadership
- ✓ Proactive problem-solving and independent decision-making without waiting for direction
- ✓ Balancing strategic planning with active, event floor management simultaneously
- ✓ Consistent accountability for team performance, event quality, and operational outcomes
- ✓ Building and maintaining strong client and tenant relationships over time
- ✓ Developing the Coordinator and event staff while managing your own events at the same time
- ✓ Adaptability and composure when circumstances change rapidly — and they will

QUALIFICATIONS

- Bachelor's degree in Event Management, Hospitality, Business Administration, or related field (or equivalent experience).
- 3–5 years of experience in event operations, venue management, or hospitality.
- Prior supervisory or team leadership experience preferred.
- Bilingual English/Spanish preferred — Rio Grande Valley community and client base
- Familiarity with the local RGV market and community strongly preferred

SKILLS & ABILITIES

- Strong knowledge of event planning, logistics, and on-site execution.
- Demonstrated leadership and team management skills.
- Excellent organizational and multitasking abilities in a fast-paced environment.
- Strong communication and interpersonal skills.
- Solid problem-solving skills with the ability to make decisions under pressure.
- Working knowledge of safety regulations and event operations best practices.
- Ability to balance operational responsibilities with strategic priorities.
- Ability to work independently while exercising sound judgment and initiative
- Expected to take ownership of operational responsibilities with limited day-to-day oversight
- Comfortable navigating evolving processes and identifying solutions proactively
- Ability to maintain professionalism and composure while managing competing priorities
- Proficiency in Microsoft Office, Google Workspace, and project management platforms



WORK SCHEDULE

- Fast-paced, high-energy environment requiring active on-site event management.
- Schedules may fluctuate significantly based on event calendars and operational demands
- Extended hours may be required during peak event periods, staffing shortages, or major events
- A work-life balance rotation model is in place — event-day coverage is shared with the Coordinator

PHYSICAL REQUIREMENTS

- Ability to remain on feet for 8–12+ hour event days as needed
- Must be able to lift and carry heavy objects (up to 50 pounds).
- Willingness to work in various environmental conditions, including varying temperatures and noise levels.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note:

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

**We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. **