



Manager, Venue Operations *reports to the Director, Operations*

Job Description & Responsibilities *updated May 5th, 2016*

To apply for this position, send resume and cover letter to:

Carly Caulfield
Senior Director, Operations
carly@houstonmarathon.com

Phone interviews will begin Monday, May 23rd
Goal for hiring is late June to mid-July

Venue Management – George R. Brown Convention Center (GRB)

Oversee All Race Day Pre- & Post-Race Service Areas: Finisher Merchandise, Gear Check, H-E-B Breakfast, Runner Reunion, Information Booth, Finisher Photos, Port-a-Cans, Church Services, etc. An established volunteer team will help you accomplish the build, execution and tear-down on event week. The former Venue Operations Manager has moved to a new position within the marathon staff, and will be available to help train you throughout the planning process.

- Oversee all planning and execution for participant race day services offered within the GRB, including processes and systems, physical infrastructure design, supplies and equipment, volunteer team members, vendors and contractors
- Work with committee members, sponsors and vendors to design and implement efficient systems and processes for individual areas within the GRB, always keeping the customer experience in mind
- Host meetings with volunteer committee chairs to assess needs, distribute information and receive feedback, adjust as needed based on their input and feedback
- Design the physical space for all areas; work with the CAD vendor to accurately diagram
- Contract and coordinate with vendors to ensure timely and correct set-up, including banners, fencing, tables, chairs, stages, A/V equipment, IT equipment, electrical, plumbing, etc.
- Develop schedule for race week build, including production timelines and delivery schedules for the volunteer team, vendors and contractors
- Coordinate with staff members who own areas housed within the GRB. Help others to define their space and equipment needs, and then include the set-up and tear-down of these areas within the overall venue plan. These groups include Medical, Media, Volunteers, and VIP Services. The Venue Manager is not responsible for these areas, but the Venue team sets up all areas housed within the GRB, except for the EXPO.
- Post-race—collect feedback from all constituent groups, create reports detailing feedback, and incorporate into improved planning and design for future events

Logistics & Operations

Sustainability Program

- Oversee the Sustainability program—the Houston Marathon is a Council of Responsible Sport (ReSport) Gold Certified event
- Review ReSport Certification requirements and select programs which will qualify the event for certification, complete the certification application, and distribute information to staff members and volunteers
- Work with staff members to determine race week trash and recycling needs; staff members will submit their requests to the Venue Manager
- Design a plan for all GRB trash, recycling and composting streams
- Contract with vendors to collect and sort trash and recycling
- Post-race—collect information related to sustainability efforts, prepare and submit the application for ReSport Certification

Food & Beverage

- Work with staff members to determine race week food and beverage needs for all group
- Coordinate with sponsors or vendors to order all food and beverage
- Serve as the primary point of contact on race week for food and beverage sponsors or vendors, in conjunction with the volunteer team

Security & Zone Access Control

- Design a race day security plan for the GRB
- Work with staff members to determine race week security needs for all groups; staff members will submit their requests to the Venue Manager
- Contract with security vendors to secure personnel
- Oversee race day security for the GRB, in conjunction with the volunteer team

Equipment Ordering & Logistics

- Work with staff members to determine race week equipment needs for all groups, including radios, golf carts, scissor lifts and forklifts
- Contract with vendors to procure equipment
- Oversee equipment distribution on race week, in conjunction with the volunteer team

Parking

- Work with staff members to determine race week parking needs for all groups
- Contract with the GRB or other parking venues to secure the space needed
- Produce and distribute parking tags for each venue

Family Fun Run

Annual event (April) in partnership with Texas Children's Hospital and the Houston Marathon Foundation.

- Coordinate the "Family Fun Zone," a post-race interactive exhibits and activity area

Other

- Assist with other tasks or duties as requested
- Assist with answering phones or other administrative tasks during peak customer service periods

Qualifications

- Event management experience is a plus, but not required
- Running experience is a plus, but not required
- Excellent written and verbal communications
- Familiar with Microsoft Office, including Outlook, Word, Excel and PowerPoint

- Detail-oriented and organized
- Self-motivated and goal-oriented
- Leadership through knowledge, commitment and communication
- Committed to excellence and customer service
- Passionate about learning and innovating
- Problem-solver, cool under pressure

- Ability to work nights and weekends as needed, particularly during peak season of October through February. You will meet with volunteers both before and after the race, and these meetings are typically held in the evenings. We also have some evening organizational events, such as the Hall of Fame or Sponsor Appreciation dinners. We occasionally host weekend events, such as committee-wide meetings or work days at our warehouse.

About the Houston Marathon

The Houston Marathon Committee hosts the city's largest single-day sporting event—an annual road race with more than 30,000 participants. The Committee is a 501(c)4 not-for-profit organization with a full-time staff of thirteen employees, and a group of more than 150 committee members who make race day possible. As a Houston Marathon staff member, you'll be an integral part of this team.

The Venue Operations Manager oversees all race-day aspects of the George R. Brown Convention Center (GRB), where we provide pre- and post-race services. You'll manage this project from inception to completion, and will get to see months of planning come together on race week to create an incredible experience for thousands of participants. Services in the GRB include finisher shirt distribution, post-race breakfast, gear check and family meet-up. You'll have a key role within the Operations Department, a group of four staff members who oversee all aspects of the participant's race day experience. And, you'll get to work with a fantastic group of volunteer committee members who will help you build and execute more than a half-million square feet of service area.