



Job Description

Position Title:	Manager, Education & Events
Classification:	Manager
Pay Grade:	8
Department:	Education and Member Services
Employment Status:	At-Will
Position Reports To:	Director, Education & Member Services
Positions Supervised:	Employee(s) assigned to the Education function
Judgment Exercised:	Exercises significant independent judgment
Overtime Status:	Exempt

Position Summary

Manages the Education department through all phases of events, meetings and trainings including strategic development, creative planning, budget management, production/execution and post-event evaluation/recap. Develops program curriculum and supporting materials for use during Cal Cities events and manages staff and member committees that support development of curriculum. Responsible and accountable for delivering all aspects of the events within the approved financial scope, and ensuring that the overall program objectives, deliverables and timelines are met and serve the expectations of the organization. Supervises assigned staff; and performs other duties as assigned.

Essential Duties and Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education Department

1. Create opportunities for collaborative internal and external program development and planning (i.e., departmental staff, non-departmental staff, city official planning committees, board of directors, etc.).
2. Provide department management and daily oversight.
3. Produce detailed proposals for events, e.g., timelines, program, speakers, venues, suppliers, legal obligations, staffing, and budgets.
4. Design recommendations for strategic approach, policies, budget, and creative direction of new events.
5. Develop new, fresh and innovative approaches to delivering recurring programs, topics and services.
6. Facilitate networking opportunities and exchange of ideas for Cal Cities membership.

7. Develop program curriculum and supporting materials for use during events.
8. Manage and coordinate staff and member committees that support development of event programming and curriculum.
9. Conduct applied and explanatory research for the inclusion in event programming and curriculum.
10. Participate in future visioning for department and future conference/events/education.
11. Serve as Program Manager for webinars, webcasts, and other remote trainings.
12. Nurture and build relationships with industry contacts to craft and implement all aspects of events.
13. Manage RFP and contract development for education department (venues, speakers, services).
14. Lead regularly scheduled team meetings when Director is not available.
15. Recruit senior-level speakers and presenters.
16. Lead staff for development and stage production of Annual Conference plenary sessions.
17. Develop one-day trainings (both program and logistics with backup from other staff).
18. Develop regional conferences/trainings (both program and logistics with backup from other staff).
19. Facilitate the event planning process, working as a leader of a team to coordinate multiple groups as they make preparations within established event deadlines.
20. Contribute to summary reports of each event outlining how data gathered can be used to develop successful future events.
21. Provide onsite support for events as a member of a team with the ability to lead the onsite team as needed.
22. Providing clear, well-written periodic reports to stakeholders.
23. Able to articulately propose ideas to improve services and event quality.

General

1. Provides direction, guidance and support to assigned staff operating under tight deadlines and often-changing priorities.
2. Travels regularly to locations throughout California in the performance of duties.
3. Works beyond the Cal Cities' normal 8:30 a.m. to 5 p.m. Monday through Friday business hours when necessary to participate in meetings, meet deadlines, perform duties and accomplish tasks and goals.
4. Performs other duties as required.

Job Qualifications

Knowledge/Skills:

- Strong creative, analytical, persuasive and organizational skills.
- Principles of management and supervision, budget administration, and the government sector.
- Computer literacy in word processing and page layout including experience MS Office products and other general-purpose tools (Acrobat, multiple Internet browsers, etc.).
- Commitment to working with shared leadership and in cross-functional teams.
- Excellent oral communication and presentation skills.
- Ability to prepare clear and concise records, reports, correspondence and other written materials.
- Ability to identify and implement a variety of outreach strategies to ensure maximum impact.

- Plan, manage, coordinate and conduct a variety of meetings.
 - Ability to facilitate and manage small and large group discussions.
 - Strong commitment and knowledge of member or public engagement activities.
 - Strong attention-to-detail, self-directed initiative, resourcefulness and drive for innovation.
 - Excellent attention to detail and ability to effectively proof material.
 - Prioritize work to meet deadlines.
 - Ability to work independently and responsibly while managing numerous projects simultaneously.
 - Exceptional interpersonal and customer service skills.
 - Ability to represent Cal Cities in a professional manner and foster positive working relationships.
 - Working knowledge of Cal Cities and their functions and a general knowledge of other agencies and their interface with Cal Cities.
 - Ability to define problems, gather data, establish facts, and draw valid conclusions.
 - Ability to be self-supervising and anticipate recurring demands on one's time.
 - Ability to consistently exercise sound independent judgment.
 - Ability to manage conflicting demands on time and multiple tasks involving multiple co-workers; maintain and exhibit flexibility; work under pressure and meet tight deadlines.
 - Ability to understand and accurately follow oral and written instructions.
 - Ability to establish and maintain effective work relationships with those contacted in the performance of required duties.
 - Provide effective customer service to both internal and external customers.
 - Perform effectively both independently and as part of a team.
 - Sustain a positive, "can-do" attitude and commitment to customer service for both internal and external customers.
 - Respond immediately to changes, demands and workload in a positive and pleasant manner.
 - Perform duties with professionalism, both individually and as a member of a team.
 - Interpret and apply Cal Cities policies, procedures, guidelines, rules and regulations.
 - Travel as needed to perform duties and advance organization goals and objectives.
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Experience and Training

Bachelor's degree (B. A.) from four-year College or University in management, hospitality or related discipline is desirable. Seven (7) years of progressively responsible experience with demonstrated success in event management, project management, program development, or a combination of education and experience which provides the required knowledge, skills, and abilities. Excellent organizational skills, including multitasking, time management, and meticulous attention to detail. Certification in Meeting and Event Planning is preferred.

Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in a business office setting. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching and light lifting. Regular and consistent in-person interaction

and continuous talking, hearing and seeing required in the normal course of performing the job. Common eye, hand, finger dexterity required to perform some essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Regular automobile and airline travel required in normal course of job performance.

Equipment Used

Computer, keyboard, mouse
Fax machine
Automobile

Copier
Telephone
Current office applications

Scanner
Smart Phone
