



JOB DESCRIPTION

JOB TITLE: Events & Community Engagement Manager	
Job Family: Development and Grants	Supervisor: Chief Development Officer
Classification: Full-Time; Exempt; Salaried	On-Call Responsibilities: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Expected Schedule/Hours of Work: 40-50 Hours per Week Monday – Friday business hours with evenings and weekends required	
Title(s) of Immediate Subordinates: N/A	Total Number of Employees Supervised: Directly: 0 Indirectly: 0

POSITION SUMMARY:

The Events & Community Engagement Manager is responsible for the success of Hope House’s primary, secondary, and third-party events, as well as community engagement efforts.

ESSENTIAL FUNCTIONS:

- Conceptualize, develop, and execute the agency’s primary fundraising events.
- Engage with the community to conceptualize, develop, and execute secondary and third-party fundraising events.
- Ensure that Hope House events maximize net contributed income, which in turn meets or exceeds the agency’s budget expectations.
- Implement site inspections, planning meetings, and event execution.
- Build strategic relationships with partners and donors to enhance event quality and attendee satisfaction.
- Communicate with team members on an on-going basis to ensure events are on schedule and all goals are met.
- Manage the long-range events calendar, working with the development team to strategically schedule events.
- Obtain competitive bids from caterers and vendors.
- Carry out creative design of events, working with event producers and other vendors to align with Hope House brand guidelines.
- Site-manage events or supervise site management by vendors including production companies, designers, caterers, florists, etc., with responsibility from beginning to end of each event.
- Troubleshoot events, prepare post-event reports, and analyze results to continually improve.



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- Ensure accurate management of guest lists, RSVP's, and acknowledgments for events.
- Manage venue relations and expectations throughout the event production life cycle.
- Anticipate guest needs and exceed their expectations.
- Research and stay up-to-date on event trends.
- Consistently practice and maintain the highest standards of professionalism when interacting with fellow team members, management, and all guests that attend each event.
- Secure sponsorships, donations, and ticket purchases and then maintain fulfillment of sponsors and donors, while maintaining donor requirements and ethical practices and accounting requirements.
- Work with team members to provide ongoing, measurable analysis of outreach campaigns, including cost analysis, ROI, and effectiveness as indicated by response from target markets.
- Work with the Marketing and Communications manager for cross-divisional media relations program balancing support for events.
- Report on monthly event revenue metrics.
- Provide constituent/donor database management, including recurring gifts, merchant services reporting, and development funding reports.
- Represent Hope House at community meetings, give tours, and facilitate speaking engagements as requested.
- Follow all Hope House service philosophies, policies, and procedures.
- Perform other duties as requested.

IMPORTANT COMPETENCIES (Knowledge, Skills, and Abilities)

- Speak effectively in a group setting.
- Maintain appropriate boundaries when working with agency personnel, volunteers, event attendees, and community members.
- Maintain confidentiality, neutrality, and professionalism in role.
- Multi-task and work in a fast paced environment.
- Demonstrate knowledge of the dynamics and causes of domestic violence and a commitment to end domestic violence as a social problem.
- Work independently, managing a variety of schedules, depending upon the needs of the agency.
- Demonstrate excellent writing, editing, and communication skills.
- Demonstrate attention to detail, creative capabilities, ability to work under pressure, and project management skills.
- Demonstrate advanced computer and digital literacy skills.
- Demonstrate excellent organizational skills and follow through.
- Adapt to change productively and handle other tasks as assigned with impending deadlines and/or established timeframes.
- Concentrate and perform accurately, including performing well with frequent interruptions and/or distractions.



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- Work under the stress of multiple and competing deadlines.
- Demonstrate excellent written and oral communication skills.

Post offer, pre-employment screening requires successful completion of a Children's Division screening and criminal background check; and valid driver's license, current motor vehicle insurance, and acceptable motor vehicle record report.

WORK ENVIRONMENT and PHYSICAL DEMANDS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, climb, hear, and reach with hands and arms. The employee may occasionally lift and or move objects weighing up to 25 pounds. Specific vision abilities required by this job include close, distance, color, peripheral, depth perception and ability to focus.

TRAVEL REQUIREMENTS

This position will be required to travel throughout the greater Kansas City metropolitan area and between Hope House facilities.

EDUCATION AND EXPERIENCE:

MINIMUM QUALIFICATIONS:

- Bachelor's degree in hospitality, business, marketing, or a related field or appropriate training and experience.
- Prior experience working with local and national event vendors.

PREFERRED QUALIFICATIONS:

- Five or more current and consecutive years of proven, successful experience in a corporate and/or agency event management environment.
- Raiser's Edge/Blackbaud donor management software experience.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.

Hope House is an Equal Opportunity/Affirmative Action Employer