



Job Posting

Title: Associate General Manager – Indiana Farmers Coliseum

*For more information on this full-time benefited position, please contact Human Resources at (317) 927-7508 or email employment@indianastatefair.com. To apply for this position, please visit <https://www.indianastatefair.com/p/about/employment1> and send the posted application and your resume to the email address above. The salary range for this position is \$60,000 to \$65,000. Thank you for your interest.

Position Summary

The purpose of this position is to serve as the primary point of contact for all corporate, private, non-profit, consumer/trade shows, and select public events taking place in the Indiana Farmers Coliseum or Pop Weaver Youth Pavilion. This position coordinates events from inquiry stage through the planning stages, up to onsite management the day of event.

Essential Functions and Responsibilities

1. Serves as the Coliseum's liaison to the Event Services Department and client representatives to provide planning, implementation and delivery of all assigned events. The ability to work beyond normal business hours including nights, weekends and holidays is essential.
2. Creates and follows through on events from the initial client meeting and preparation of client estimates and rental agreements through final billing. Oversees third-party vendors to ensure quality product and events for clients.
3. Keeps clients and other Fairgrounds departments informed as to status of deadline schedules including but not limited to floor plan submissions, setup specifications, insurance requirements and other relevant details.
4. Oversees guest services, building security, emergency preparation and crowd control procedures for assigned events; monitors compliance and responds to concerns as needed.
5. Creates and maintains events files including Event Data Sheets for all events.
6. Attends appropriate planning, organization and other event and facility meetings in support of facility operations.
7. Acts as manager on duty (MOD) as required.
8. Conducts facility tours for prospective clients.
9. Receives and responds to complaints from tenants and the public or refers them to the Coliseum General Manager.
10. Assists with Box Office, Coliseum operations and event support at other event buildings on the Fairgrounds as assigned.

Skill Requirements

1. **Strong customer focus:** Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; deals with service failures and prioritizes customer needs.

2. **Understanding of policies and procedures:** Able to act in accordance with established guidelines; communicates and enforces organizational policies and procedures; recognizes and constructively conforms to unwritten rules or practices.
3. **Excellent interpersonal relations:** Able to relate effectively to a wide range of people, personalities and demographics; is able to “connect” with others in a variety of circumstances so that people are able to feel a level of comfort and ease around that person.
4. **Organized and accurate:** Able to perform work and job function with precision and accuracy; realizes errors can have significant impact on desired results and is able to avoid errors in almost all circumstances.
5. **Excellent communication skills:** Able to clearly present information through the spoken or written word; reads and interprets complex information; talks with customers and clients; listens well.
6. **Flexibility:** Ability to work beyond normal business hours as required, including but not limited to, nights, weekends, and holidays.
7. **Good team player:** Able to share credit with coworkers; displays enthusiasm and promotes a friendly work environment; works closely with other departments; supports group decisions.
8. **Strong ability to plan:** Able to manage multiple projects; determines project urgency in a meaningful and practical way; uses goals to guide actions; creates detailed action plans.

Educational/Experience Requirements

- Two (2) years of event experience in a stadium, arena, convention center, or public assembly facility setting highly preferred
- Bachelor’s degree in business administration, management, marketing or related field
- Knowledge of operational characteristics of events, including crowd management and control, fire and public safety regulations, food service practices, and A/V equipment
- Proficiency in Microsoft Office; AutoCAD experience preferred

Job Complexity

Work requires substantial judgment and analytic ability requiring somewhat complex calculations, organizing information for reports and solving minor problems.

Supervisory Responsibilities

This position has supervisory responsibility over Part-time Coliseum Guest Services employees as well as partial supervisory responsibility over contracted event and janitorial staff.

Supervision Received

This position will receive general direction from the Coliseum General Manager, who will establish broad goals. The Associate General Manager participates heavily in setting work objectives.

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