

Position: Director, Events Services

Reports to: Sr. VP, External Affairs

Position Summary:

The Event Services Director leads a team responsible for increasing donor engagement and involvement by developing and implementing events that create an optimal experience for building community, raising awareness, and engaging donors. Federation's Events Services team manages and implements events and programs that support the goals and objectives of Federation's Financial Resource Development (FRD) and other programming departments. The Events Services team is responsible for overall development and execution for Federation's high-profile events, and provides consultation, customer service and support to staff responsible for specific affiliate and department programs.

The Director, Events Services Director leads event and program operations and staff, capitalizing on their experience and firm understanding of event strategy and execution, people leadership resource management, project management, customer service, problem-solving, and creativity. To ensure partnership, collaboration, efficiency, and alignment, the Director establishes and maintains partnerships with vendors, constituents and colleagues in other Federation departments. Serving as both a manager and implementer, the Director guides a high-performing team through shifting priorities in a large and complex organization, while managing all aspects of event planning and implementation for portfolio of events specifically assigned to the Director.

Essential Duties and Responsibilities:

- Leads and inspires a team of event professionals in the planning and execution of high-quality events by providing current staff supervision and support, in addition to recruiting, onboarding and training new staff as needed.
- Establishes and monitors individual staff assignments and goals, established priorities, provides performance feedback and coaching, conducts regular check-ins, supports professional development and overall performance management.
- Develops and implements event plans that support the FRD strategic plan, enhance the brand and contribute to Federation's mission.
- Meets event needs through sound consultation and advisory resources that reflect industry best practices and are sustainable and scalable depending on programmatic needs.
- Works with staff to review event requirements, determine internal and external resources needed, and manage event logistics, including, but not limited to speakers/entertainers, venue, catering, decorations, audio visual, gifts/awards, entertainment, etc.
- Serves as the event planner responsible for all aspects of events assigned to their personal portfolio.
- Oversees all event operations and planning activities, including monitoring staff schedules, reviewing individual event timelines, and developing and implementing internal procedures.
- Prepares, reviews, and approves department and individual event budgets, contracts, tracking and reporting.
- Lead integration of emerging technologies and approaches for virtual, in-person, and hybrid events.
- Works with the team to identify and manage key performance indicators that measure and analyze the impact of events including attendance and engagement metrics and return on investment (ROI).
- Plans and implements calendar of team meetings and agendas to advance departmental and consults with campaign/program staff to make recommendations regarding events.
- Works closely with lay event chairs and professional partners to ensure events are completed according to the agreed upon goals and budgets.
- Manages relationships and contract negotiations with vendors.
- Maintains donor information for assigned events in database.



The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time at the Federation's discretion. Employment is at-will and this job description is not an employment contract and nothing herein shall be deemed to create in any way whatsoever an employment contract.

Qualifications:

- Associates degree required, Bachelor's degree preferred, preferably in one of the following areas: Event Planning, Fundraising, Non-profit Management, Business Administration, Hotel Management or similar.
- 3-5 years' experience with event management and supervising and directing the work of others or equivalent relevant combination of education, skills and experience required, preference for experience with fundraising events.
- Experience working with volunteers and committees preferred.
- Experience with donor relation systems preferred.
- Experience managing budgets preferred.
- Excellent verbal and written communication skills required.
- Strong organizational skills required.
- Strong knowledge of basic office computing, including MS Office (Outlook, Word, Teams, Excel, and PowerPoint) and basic database skills required.
- Knowledge of effective utilization of audio-visual equipment preferred.
- Creativity and innovative thinking required.
- Ability to problem solve and multi-task with numerous deadlines.
- Ability to work independently and as a member of a team.
- Ability to work nights and weekends as needed, especially during season, required.

The Jewish Federation of Palm Beach County is an Equal Opportunity Employer.

NO CALLS, PLEASE