

ELOISE

Position: Events Manager

Number of Hours Per Week: 16 - 24 hours

Compensation: \$25/hour + inclusion in the nightly tip pool

Classification: Weekend Part-Time

EVENTS MANAGER

As an Events Manager at The Eloise, your role is all about delivering seamless, high-quality experiences by overseeing the operation of the venue during events. You will manage the customer experience in our space. You will serve as the main representative of the venue for any couple, vendor, or guest to ensure that the same level of high quality service is being delivered for each and every event in our venue. We are looking for people who are outgoing, have a strong sense of customer service, can problem solve, and have a strong desire to set our couples up for a successful wedding day.

ABOUT US

The Eloise is located in Mount Horeb, Wisconsin and was voted Wisconsin Bride's Best Destination Venue and Best Southwest Wisconsin Venue. Built intentionally for weddings and events, the 11,000+ square foot wedding venue offers the perfect combination of modern design, simple elegance, and country romance. The venue can accommodate up to 250 guests with an average size wedding of 150-175. The Eloise is open year round and hosts on average 70 weddings, 10-15 community events per year and 4 open houses per year.

GENERAL JOB DUTIES

Coordination of event-day details: Excellent attention-to-detail and ability to prioritize tasks is required as this role will be responsible for working with clients and outside vendors on event days to confirm critical event-day details.

Execution of events: This position will lead event days and be the point person for the venue, requiring the ability to effectively communicate, lead a team and manage challenges as they arise in a professional and calm manner. Our clients' satisfaction with their event is our number one priority. Event day duties include, but are not limited to: ensuring event layout and details are executed according to plan, client/family interaction throughout the event, managing day-of event staff, assisting vendors, managing venue systems (lights and HVAC), maintaining venue cleanliness, setup and teardown of tables and chairs, and closing down the property after the event has finished.

Participate in venue hosted events, such as open houses and community events.

Act as an ambassador attending bridal expos and other industry events outside The Eloise to promote the venue.

KNOWLEDGE, SKILLS, AND ABILITIES

Minimum 1 year of event-related experience. Experience in the wedding industry is preferred. Bar experience is a plus.

Must possess excellent customer service and in-person communication skills, along with the willingness to go above and beyond to ensure an exceptional guest experience.

Must be a reliable, efficient and an independent problem-solver that works well with limited supervision. Excellent attention to detail required.

Must have a positive attitude, approachable presence, and professional appearance.

Ability to remain calm in stressful situations and handle customer conflict resolution in a confident and professional manner.

Must be confident in leading a team on event days, and completing assigned work.

Ability to work on feet for a duration of 8 or more hours and lift 50+ pounds.

HOURS

This is a weekend part-time position, starting at \$25/hour and inclusion in the nightly tip pool. The schedule follows a rotating three-week cycle: one weekend opening shift, one weekend closing shift, and one weekend off. Weekend and evening hours are required. This is a year-round position, although workloads may be significantly lighter in winter months and significantly higher in spring/fall months. The person filling this role understands the seasonal nature of events.

TO APPLY:

Email resume and cover letter to info@theeloiseevents.com

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The Eloise is an equal opportunity employer. Accordingly, all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, disability, genetic information, military status, sexual orientation, gender identity, creed, ancestry, marital status, or any other characteristic protected by law.