



POSITION DESCRIPTION

TITLE: Events & Operations Manager

REPORTS TO: Executive Director

ABOUT FLORIDA HOUSE

Since 1973, Florida House on Capitol Hill has been a gathering place for Floridians, dignitaries, elected officials, students, business leaders, and curious tourists on Capitol Hill. Located behind the Supreme Court, Florida House is the only State Embassy in Washington, D.C., and provides a home-away-from-home for Floridians and Floridians-at-heart. We offer a unique location for events, a commanding view of the Capitol Dome, and welcome environment for guests to learn more about Florida's history, art, and culture. Our Events and Operations Manager is an integral part of our mission and will oversee all Events hosted at Florida House; connect visitors and supporters to Florida House; maintain internal processes for effective donor management and financial tracking; and work closely with the Executive Director and Board of Trustees to ensure the goals of Florida House are achieved. This position requires some evening and weekend work, including occasional travel.

PRIMARY RESPONSIBILITIES with specific duties outlined:

Fundraising & Finance

- Oversee all House Events including scheduling, contracts, and day-of event logistics.
- Meet revenue goals for House rental events
- Track all revenue and expenses for Florida House with the appropriate budget category on the budget report
- Input and maintain key contacts, funders, and supporters into database
- Copy and maintain files with all receipts for travel, meetings, house maintenance, office supplies, computer maintenance, training/education
- Support Executive Director and Deputy Director with Chapter fundraising events
- Maintain the organization in a positive financial position by operating within approved budget

Outreach & Education

- Provide outstanding customer service to visitors and school groups by giving tours of Florida House and answering questions in-person and via phone
- Help identify and support opportunities in Washington, D.C. for Executive Director to connect with potential supporters

- Oversee on-boarding and day to day work of Interns
- Support Executive Director and Deputy Director in outreach and educational efforts to member of Congress, Governor, Trustees, donors, and supporters

Facilities & Operations

- Ensure House Coordinator maintains schedule for all regular House maintenance work and oversee external contractors to ensure any additional maintenance work is completed to our satisfaction
- Maintain "Standing Policy Manual" and ensure it is available for Trustees
- Complete appropriate forms and track deadlines for events, finances, and fundraising
- Maintain office files, supplies, and equipment
- Support the Executive Director and Deputy Director ensure smooth running of Florida House including Trustee meeting support
- Use Time management principles
- Other duties as assigned by Executive Director

Leadership & Board Governance

- Serve as Staff Liaison to Facilities Committee
- Support the Executive Director and Deputy Director in their work with Trustees and during Trustee meetings and events

REQUIRED EDUCATION

4-year college degree or equivalent experience

MINIMUM YEARS AND TYPE OF EXPERIENCE

3-5 years experience in hospitality or event management. Must have experience handling multiple-tasks and working with the public. Experience in revenue generating aspect of events and operations is a plus.

REQUIRED SKILLS

- Ability to create outstanding experiences for visitors and guests
- Collaborative team player, capable of working independently and being resourceful when needed
- Ability to self-manage work schedule with varying demands and some non-traditional hour requirements
- Excellent customer service and attitude
- Ability to resolve guest comments or complaints when necessary with a sense of urgency, poise, professionalism, and good judgment
- Excellent written and verbal communications skills
- Working knowledge of technology used for meetings and events
- Proficient in use of Outlook, Microsoft Office Suite, Mac OS

SALARY RANGE

- \$45,000 - \$55,000

BENEFITS

- Medical and dental paid 100% for employee, discounts available for family members
- Two weeks (10 working days) paid time off plus 5 personal days
- Closed on all Federal holidays
- 401k contribution (eligible after one year of service)
- Opportunity to work in historic home
- Possible travel opportunities to Florida

To apply, please send a cover letter and resume to: resume@floridahousedc.org. No phone calls please.