



Position Description for Director of Events & Hospitality

FLSA Classification:

FT/exempt

Salary Grade/Level: A17

Position Title: Director of Events & Hospitality

Reports to: Associate Vice President of Operations

Date Created/Revised: September 2024

Phillips Theological Seminary offers theological education dedicated to learning the way of Jesus in order to cultivate vital congregations, communities, conversations, and the public good. The Seminary is affiliated with the Christian Church (Disciples of Christ). Located at the convergence of the Creek, Osage, and Cherokee Nations, and just minutes east of the Greenwood District of Tulsa, OK, better known as Black Wall Street. Phillips is committed to justice initiatives and relational solidarity. We are committed to diversity, interculturality (e.g., Africana, Latinx, Asian, and Indigenous American communities), and justice with attention to the social realities of race, class, ethnicity, gender, and queer expressions of the human experience.

Summary/Objective:

The Director of Events and Hospitality is responsible for planning, organizing, and executing a variety of events and hospitality services that support the mission, vision, and goals of Phillips Theological Seminary. This position oversees all aspects of event planning and management, including budgeting, logistics, and guest services, ensuring a welcoming, efficient, and hospitable environment for students, lecturers, artists, musicians, visiting scholars, and outside guests.

The role will evolve in two phases. The initial phase involves overseeing the calendar of internal and external events at the Seminary, ensuring seamless scheduling and logistics. The second phase will include overseeing events and hospitality operations at Bedford House, the Seminary's new campus addition that will offer temporary student housing, conference space, and group lodging. This role includes promoting and managing bookings, ensuring guest satisfaction, coordinating events, and supervising the facility's contract vendors and support services.

Essential Functions:

- Develops and implements comprehensive event planning strategies for a variety of events, including academic convocations, public lectures, art exhibitions, conferences, and private rentals.
- Manages all aspects of event logistics, including venue selection, catering, audio-visual needs, equipment rental, volunteers, signage, and design.
- Creates and manages event budgets and tracks expenses and revenue to ensure financial viability.
- Develops and maintains relationships with and serves as the primary point of contact for event vendors, negotiating contracts and ensuring service delivery meets expectations.
- Working with Associate Vice President of Operations, develops and maintains a calendar of events to avoid conflicts and maximize participation.
- Ensures all events reflect Phillips' commitment to inclusivity, hospitality, and attention to the needs of diverse audiences.
- Collaborates with Communications department to promote events internally and externally.
- Works with Vice President of Academic Affairs and Dean's office to facilitate academic events and programs. Provides guidance and assistance with faculty programming as requested.
- Works with Advancement department to promote public events to key constituencies, including donors and community partners.
- Leads event planning committees and actively includes diverse voices and perspectives in the decision-making process to foster inclusivity and cultural representation in all events.
- Represents Phillips Theological Seminary with outside groups, such as tourism departments and chambers of commerce.
- Maintains a high level of welcome and hospitality throughout the Phillips campus.
- Provides post-event analysis, budgets, and participant feedback, ensuring continuous improvement for future events. Maintains participant data and oversees data collection practices.
- Ensures ADA compliance and comfort for all guests, particularly in outdoor spaces and accessible amenities.
- Ensures adherence to all safety regulations and policies.
- Actively participates in Bedford House planning meetings, offering strategic and tactical guidance and developing initial policies and procedures.
- Future:
 - Manages Bedford House guest check-ins, room assignments, changes, and inquiries.
 - Works with Communications department to promote Bedford House for external conferences and events.

- Works with Vice President of Academic Affairs and Dean, as well as faculty, to implement academic programming at Bedford House.
- Works closely with Advancement department to elevate the Bedford House facility and programs with donors and the wider community.
- Works with Bedford House contract vendors to ensure the highest possible quality and guest service.
- Works with Maintenance department to develop preventative maintenance procedures for Bedford House and to proactively troubleshoot and resolve issues as they arise.
- Trains and supervises staff and volunteers to provide guest service, housekeeping, and event support services, ensuring adequate coverage for guest relations and events.
- Manages Bedford House's budget in collaboration with the Vice President of Operations, ensuring cost-effective operations.
- Oversees inventory and procurement of supplies for guest rooms, meeting spaces, and common areas.

(Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.)

Competencies:

- Proficient use of Microsoft Office/Office 365, including but not limited to Word, Excel, PowerPoint, and other general office equipment.
- Experience and comfort working with customer relationship management databases, booking systems, event software, and project management software.
- Ability to develop and monitor budgets, track expenses, and forecast event-related financial measurements.
- Strong knowledge of event planning and hospitality best practices.
- Ability to manage vendor relationships and contracts effectively.
- Exceptional organizational skills and attention to the finer details that ensure smooth event execution.
- Ability to organize inclusive events that consider the needs of diverse communities, in consultation with committees and seminary staff and faculty.
- Proven ability to manage multiple projects simultaneously and meet deadlines.

Supervisory Responsibilities:

- No supervisory responsibility in Phase 1. Phase 2 will involve supervision of Bedford House staff and volunteers.

Work Environment:

This position requires an independent and creative self-starter with great attention to detail. The work environment requires self-management and must be conducive to productivity with timely response to Phillips employees and supervisor.

Physical Demands:

This position requires the ability to set up and move event equipment up to 25 pounds. The ideal candidate must be able to complete all physical requirements of the job with or without a reasonable accommodation.

Position Type/Expected Hours:

This position is full-time and requires 40 hours per week, with occasional evening and weekend hours to support events.

Travel:

Minimal travel required for support of off-campus events and on-site production.

Required Education/Experience:

- Bachelor's degree in Business Administration, Marketing, Tourism, Hospitality Management, Event Management, or related field or demonstrable equivalent experience.
- Master's degree in Business Administration, Marketing, Tourism, Hospitality Management, Event Management, or related field preferred.
- A minimum of 5 years of experience in event planning, hospitality or a similar role.
- Proven experience in managing large-scale events.
- Experience developing and implementing guest service and loyalty programs to maximize the visitor experience.
- Experience in a higher education setting preferred. Experience in a theological higher education setting is a plus.
- Experience in a nonprofit setting preferred.

EEO Statement:

Phillips is an Equal Opportunity, ecumenical seminary of the Christian Church (Disciples of Christ). We are approved by the University Senate of the United Methodist Church. Phillips Theological Seminary is an equal employment opportunity employer who complies with all federal, state, and local equal employment opportunity laws. The Seminary does not discriminate against employees or applicants based on race, color, national or ethnic origin, alienage and citizenship status, marital status, age, sex, gender (including gender identity and expression), sexual orientation, genetic information, pregnancy, disability, military status, or religion. The Seminary's commitment to equal opportunity extends to all aspects of the employment relationship, including hiring, promotions, training, working conditions, compensation, and benefits.

Other Duties:

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 position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Duties, responsibilities, and activities may change at any time with or without notice.

Signature:

Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Employee:_____ **Date:**_____