



PULSE Senior Event Operations Director

Job Status: Full time, Salaried, Exempt
Reports to: Vice President of Multiplication

Department: Multiplication
Updated: July 2019

Primary Objective(s) of Position

The Senior Event Operations Director is responsible for the logistical execution of events designed to fulfill PULSE's mission to awaken culture to the reality of Jesus. This includes project management and oversight, strategic thinking, collaboration with key initiative leaders, staff training and strong attention to detail resulting in the flawless execution of events. The Senior Event Operations Director will also provide supervision and direction to the operations team, volunteers, and partners.

Core Competencies

- Organized and detail-oriented, with excellent oral and written skills.
- Minimum of 3-5 years of event management experience (directly responsible for managing an event from beginning to end).
- Proficient with office systems, project management platforms and ability to learn new systems.
- Effective communication that is adaptive to all situations and fosters internal and external relationships.
- Experience working with executive leaders within an organization—bringing logistics and operations direction to fulfill PULSE's vision and mission.

Key Responsibilities & Objectives

Strategy Development

- Develop strategic plans for event execution in collaboration with senior leadership, ensuring that events are done with excellence.
- Maintain awareness of current trends in event management/communications and integrate into the operation in a timely manner.
- Develop internal practices and procedures that will improve event operations:
 - Adopt and utilize project management online platforms that will allow the entire operations team to understand deliverables, planning, and workflow.
 - Collaborate with other departmental and strategic initiative leaders to determine how external interests and activities will fit into and support the event.
 - Responsible for the procurement of vendors, including researching, contracting, and overseeing execution.
 - Ensure events are adequately insured according venue/vendor agreements and PULSE guidelines.
 - Review effectiveness of event operations quarterly and make appropriate adjustments.

Support Staff Direction Team Leadership

- Build and effectively lead a team of operations associates, partners, and volunteers.
- Direct and mentor the operations team—ensuring that new associates are trained in all aspects of their position and trained for career advancement opportunities.
- Develop effective team building fostering a culture which supports healthy working relationships.



Event Leadership

- Achieve fulfillment of the PULSE vision by helping plan and execute logistically successful events and partnerships:
 - Provide onsite direction during events.
 - Ensure department is working within budget and adjust expenditures accordingly.
 - Supervise volunteers and support staff.
 - Drive logistics for monthly deliverables and execution of events.
- Demonstrate strong communication of details and processes throughout PULSE and for each event.
- Work with assigned leaders (tour directors, vendors, etc.) to ensure an excellent production.

Organizational Responsibilities

- A follower of Jesus and in agreement with the PULSE Statement of Faith, mission, and values.
- A model of Christian integrity, diligence in work and persistence in pursuing and exceeding objectives.
- Develop strong relationships and work in cooperation with other PULSE team members.
- Professional demeanor, approach, and behavior consistent with the standards contained in PULSE manuals.
- Job includes some physical requirements such as lifting, loading/unloading, etc.
- Travel 20-40%.
- Assist and perform any and all other duties as assigned.