



SETS JOB DESCRIPTION

Title: Senior Manager, Operations and Special Events

Reports To: Senior Director of Trade Show Operations

FLSA Status: Exempt

The Operations Senior Manager is responsible for Solar Power International special events, as well as event Operations at various Solar Power Events. Operations Manager will successfully manage complex projects, and work closely with internal staff and external partners, to execute superior events in an efficient and cost-effective manner. As an organizational leader, they contribute to the development of SETS strategic goals and objectives, and relies on extensive experience and judgment to plan and accomplish goals. As part of a dynamic team, this manager position is responsible for a significant number of independent projects and event production. The Operations Senior Manager works with internal team members and external stakeholders, partners, and vendors.

Essential Functions/Major Responsibilities

To be successful in this position, the candidate must be able to perform each essential duty and responsibility satisfactorily, in addition to other duties as assigned to meet business needs and organizational objectives.

The Operations Senior Manager will be responsible for:

- Creating cutting-edge events that will attract new attendees to the solar industry, including initiating new tactics that will delight our attendees, exhibitors, and partners;
- Proactively contributing and participating in internal and external discussions involving SETS logistical issues to ensure holistic event development;
- Oversee the operational development of a number of SPI special projects including: the SPI VIP program including area design, coordination, and implementation; SPI block party (\$500,000 budget), SPI golf tournament, SPI 5K, business development initiatives, etc.
- Serve as operational lead on Solar Power events. This includes working with site venue, managing housing (including staff housing list); ensure excellent and effective logistical implementation including room assignment and set-up, audio visual, transportation, signage, food and beverage, etc.; working with the sales exhibit space design and approval, operations forms, and sponsorship fulfillment; preparing reports; supporting and looking for

ways to strategically and continuously improve event operation logistic process; and as necessary, develop RFPs, participate in site review and selection; manage budgets and billing.

- Create impeccable customer relationships, including identifying customer needs and respond creatively, listening to information, asking questions and applying knowledge to determine solutions.
- Measure and record participation, consumption, and costs for all events to enable SETS to use data to make informed projections for future events. Control event expenses while maintaining the best possible presentation and service.
- Manage and work with appropriate staff to evaluate all events, ensuring continual improvement and quality customer service.
- Provide accurate and timely reporting.

Required Experience

- Bachelor's degree and at least seven years' event experience or seven plus years combined equivalent of work experience and education required. Ideally the experience is in the tradeshow environment. Strong preference given to current CMP designation.
- Self-motivated and pro-active team player with experience developing ways of accomplishing goals with little or no supervision.
- Experience handling high-volume, production-based projects, including prioritizing, organizing and tracking details, effectively managing deadlines and multiple priorities.
- Meticulous attention to detail and strong analytical skills necessary to compile data, analyze it and develop financial reports.
- Demonstrates strengths and abilities to interact with customers, employees, and managers at all levels in order to contribute and influence decision making and resolve conflict.
- Willingness to learn and look for ways to improve processes to achieve greater efficiency in pre-, during, and post-planning phases. This involves taking the initiative to try new approaches and trusting one's own professional judgment.
- Committed to strong relationships and quality service to internal team members and external clients and partners.
- Ability to remain focused and be effective during program event setbacks. Must be able to juggle the demands of customers, vendors, and team members while remaining calm. This means knowing how to prioritize both in the office and on-site at event functions despite on-going interruptions. It is critical to be open to feedback in order to improve future performance.
- Accomplished problem solver with superior analytical skills. Demonstrate ability to communicate clearly, concisely, and effectively to express information in both written and oral context with internal customers, attendees, team members, and vendors.
- Intermediate level skill in Microsoft Excel, PowerPoint and Word.

Job Conditions

Work from the SETS Office in Alexandria, VA. Telework is not an option. Some travel and non-traditional work hours (after hours, weekends, and holidays) required. Must be able to lift and carry a minimum of 40 pounds and to physically participate in the movement, set-up, and storage of event related items/materials.

SETS is a fast-paced, high-energy organization with a very ambitious agenda. Our staff is highly motivated. This position may experience high work demands under a very tight timeline. In addition

to traveling to serve as on-site event lead, the Director will also be a SETS ambassador for outreach events, site research, and partnership development. At SETS, all hands are on deck to support and strategize together, both operational and strategic knowledge at all levels are utilized. The goal at SETS is to provide a conducive environment that promotes teamwork.

To Apply

Candidates should submit a resume and cover letter with start date availability to jobs@sets.solar (subject: Senior Manager, Operations and Special Events). No phone calls, please.

About

Solar Energy Trade Shows, LLC (SETS) is the management company formed in October 2009 by Solar Energy Industries Association (SEIA) and Smart Electric Power Alliance (SEPA) to raise the bar for solar energy trade events, producing Solar Power International, a top 100 trade show, as well as 14 international and regional events. SETS plays a pivotal role in supporting our national energy independence. SETS has a staff of 25 employees and an annual budget of \$20 million. SETS offers an excellent benefits package.

Solar Energy Trade Shows' products are already excellent, and we're committed to making them even better by transforming our adult education programs from speaker-centric lectures to adult interactive learning programs. We recognize that effective learning requires moving away from passive consumption to moving toward an environment that encourages active participation. Our evolving education programs will better serve our attendees by being more engaging.

Solar Energy Trade Shows, LLC is an Equal Opportunity Employer. This company does not and will not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law. Hiring, transferring and promotion practices are performed without regard to the above listed items.