

Event Manager

Hendricks Live! – Plainfield, IN (Hybrid)

Salary: \$50,000

About Hendricks Live!

Hendricks Live! is a dynamic nonprofit arts and entertainment venue dedicated to creating memorable experiences for Central Indiana's diverse communities. Through performances, events, and community engagement, we bring people together through exceptional art and entertainment.

Located just 30 minutes from Indianapolis in the growing and vibrant town of Plainfield, Hendricks Live! features:

- A 600-seat performance theatre
- A 900 sq ft event space with additional 600 sq ft terrace
- Ample lobby space
- Public art galleries

Our programming includes concerts, theatre, dance, comedy, film, and community events, alongside private rentals such as weddings, corporate events, and fundraisers.

The Opportunity

Hendricks Live! is seeking an organized, hospitality-focused Event Manager to oversee the planning, coordination, and execution of rental events while managing private bar operations.

Working closely with clients, vendors, internal departments, and event staff, the Event Manager serves as the primary point of contact for rental clients following contract execution and is responsible for ensuring every event is thoroughly planned, effectively communicated, and successfully executed.

The ideal candidate will bring strong event management experience, excellent organizational skills, a proactive approach to problem solving, and a commitment to exceptional client and guest experiences.

Reporting Structure

Reports To: Director of Events

Supervises: Event Assistant(s) and assigned event support staff

Why This Role Matters

This is an exciting opportunity to create memorable experiences for clients and guests while helping grow rental events at one of Central Indiana's premier arts and entertainment venues. In this role, you will:

- Guide clients through the planning process from contract execution through event completion.
- Coordinate with multiple departments to ensure seamless event execution.
- Create exceptional client and guest experiences through thoughtful planning and execution.
- Help strengthen systems, processes, and standards that support event operations and organizational growth.

What You'll Do

Event Planning & Management

- Serve as primary project manager and client contact for rental events following contract execution through event completion.
- Conduct planning meetings, site visits, and venue walkthroughs.
- Develop and maintain event timelines, layouts, event packets, contact lists, and operational plans.
- Coordinate all event logistics including room setups, vendor access, load-in/load-out schedules, catering, bar service, registration, auctions, sponsorship activations, and guest flow.
- Coordinate event information with clients, vendors, HL staff, TOP staff, and other stakeholders.
- Ensure assigned events are delivered according to contractual obligations and client expectations.
- Develop event settlements and closeout documentation as required.
- Identify opportunities to upsell venue services, rental enhancements, bar packages, production elements, staffing, and other event add-ons.

Event Execution & Operations

- Advance, plan, and execute assigned events unless otherwise delegated.
- Serve as Manager on Duty (MOD) for assigned events as scheduled.
- Act as primary escalation point for client, vendor, and operational concerns during assigned events.
- Provide day-to-day leadership, training, and supervision of Event Assistants and assigned event support staff.

- Troubleshoot and resolve issues in real time to ensure successful event outcomes.
- Conduct post-event evaluations and identify opportunities for continuous improvement.

Private Bar Operations

- Manage private bar services for rental events.
- Coordinate client bar selections and service requirements.
- Create bar contracts, inventory plans, and event-specific service plans.
- Manage bar inventory, ordering, tracking, and reconciliation.
- Coordinate bar staffing and event execution.
- Ensure compliance with alcohol service policies and operational procedures.
- Coordinate with Guest Services when concessions services are requested or required for rental events.

Administrative Responsibilities

- Maintain accurate event records, planning documentation, and event files.
- Assist with departmental reporting and operational tracking.
- Maintain event information within designated venue management and project management systems.
- Additional duties as assigned.

What You Bring

- Strong event planning and event management experience.
- Exceptional organizational and project management skills.
- Strong client relationship and customer service abilities.
- Ability to manage multiple projects simultaneously while maintaining attention to detail.
- Excellent communication and problem-solving skills.
- Ability to thrive in a fast-paced, event-driven environment.
- Collaborative, positive, and solutions-oriented mindset.

Qualifications

- Bachelor's degree or equivalent combination of education and experience preferred.
- 2+ years of experience in event management, hospitality, venue operations, or a related field.

- Experience coordinating weddings, corporate events, nonprofit events, fundraisers, and social events preferred.
- Proficiency in Microsoft 365 ecosystem (Outlook, Teams, Excel, Word, PowerPoint).
- Experience with event management software, CRM systems, and project management platforms preferred.
- Knowledge of bar service operations, hospitality, or venue management preferred.
- Experience in event sales, hospitality sales, client relationship management, or upselling services is a plus.
- Ability to work evenings, weekends, and holidays as required by event schedules.

Schedule & Work Environment

- Full-time (40+ hours/week).
- Regular evenings, weekends, and holidays based on event schedule.
- On-site presence required for event execution and client meetings.
- Hybrid flexibility for administrative work as appropriate, with flexible scheduling based on event demands.

Compensation & Benefits

- Salary: \$50,000
- Health insurance (employer subsidized)
- Dental and vision plans available
- 401(k) plan available
- Paid time off and holidays

How to Apply

To apply, please submit your resume and a brief cover letter outlining your interest in the role to:

careers@hendrickslive.org

Application deadline: Until filled