



Shiva-Vishnu Temple

Om Namah Shivaya Om Namo Narayanaya

Hindu Community and Cultural Center

1232 Arrowhead Ave, Livermore, CA 94551

A Non-Profit Organization since 1977

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Event Halls Marketing & Operations Manager – Hindu Community & Cultural Center (Shiva-Vishnu Temple, Livermore, California, USA)

The Hindu Community and Cultural Center (HCCC) is a Non-Profit Organization located in Livermore, California, USA. The HCCC is an equal opportunity employer. HCCC is currently seeking applications from qualified candidates for a full-time Marketing & Operations Manager for its Event Halls and Mahaprasadam program. The Event Halls are located within the Shiva Vishnu Temple premises, which is owned and operated by HCCC. HCCC has approximately 17,000 sq. ft of rentable space that can cater to small and large events in 14 separate on-campus halls ranging from 180 sq. ft to 4200 sq. ft. The Marketing and Operations Manager shall be responsible for day-to-day Hall/Mahaprasadam rentals, marketing and sales (revenue generation), halls maintenance, event execution, safety, compliance with HCCC norms/policies/regulations, customer coordination and satisfaction. The Marketing and Operations Manager shall work closely with the Shiva Vishnu Temple Manager, maintenance staff, customers, priests, event management vendors, and other constituents; to ensure smooth functioning of customer events. Candidates, with experience in Event Hall marketing/sales, operations, customer service, and a passion to work in a non-profit Hindu Temple environment are encouraged to apply.

Major Responsibilities/Accountabilities:

- The position is a full-time exempt position. The position will require the prospective candidate to work during both weekdays and most of the weekends (be available to manage events as scheduled, weekdays and/or weekends).

Marketing/Sales Management

- Work with HCCC Management to formalize existing and new products/services offering, which shall maximize the utilization of rentable facilities and/or halls.
- Lead the development of pricing strategy (fixed and variable pricing by facility, event, and other types) based on market research from peers, competitors, etc.; continuously monitor and update pricing requirements as warranted.
- Develop flexible rental packages that are standardized and configurable by event size, type, pricing, etc.
- Develop sales and marketing content, branding, and collateral; including print, web, social media and for other pertinent formats.
- Develop, rollout, and execute sales and marketing initiatives:
 - Identify and maintain all marketable channels and relationships for facilities rental, vendor services, and other third parties.
 - Develop partnerships and alliances with organizations and/or individuals who can provide strong, sustainable and high-quality rental leads.

- Manage day-to-day marketing and sales activities; including on and off-site coordination with customers, vendors and other third parties. This includes event/facility reservations, cancellations, sale and coordination of HCCC and third-party services, etc.
- Manage facility rental agreements, compliance with insurance requirements, and enforce facility usage guidelines.
- Prepare and report on quarterly performance goals and targets (on facilities utilization, revenues, expenditures, etc.).
- Support and provide analysis of budgets and expenditures to maximize fiscal responsibility.

Operation Management

- Oversee day-to-day storage, cleanliness and maintenance of rentable facilities, equipment (tables, chairs, linen, etc.) and be responsible for good state of repair, condition and safety. This includes regular inspections, condition assessment and resolution.
- Develop and enforce facility usage guidelines (policies, procedures and rules) – ensure compliance with Temple operating conditions, including the City’s conditional use permit (CUP) on operational timings, neighborly relations and communications, and event permitting/traffic/security management requirements.
- Be available on-site during events to ensure: orderly execution of event; compliance with HCCC rules, policies and procedures (by vendors, clients, etc.); resolution of any client/devotee/vendor/neighbor grievances; and a safe operation.
- Create a high-quality customer experience and satisfaction environment, with follow through surveys; including customer driven improvement suggestions to HCCC Management.
- Coordinate with HCCC Temple Manager on all aspects as warranted, including maintenance crew time management, customer and vendor invoices/accounting, etc.
- Work closely with the Temple Management, including the Chairman, President, Facilities Chair/Liaison, and Treasurer to facilitate orderly functioning of HCCC Event Halls.
- Recommend, facilitate and implement process improvements to gain operational efficiencies.

Required/Preferred Qualifications & Skills:

- An undergraduate degree in any field of education (required).
- 10+ years of “direct” experience in rental marketing and event sales in hospitality, cultural/community centers, and/or in HCCC like operating environments (required)
- Experience in market research, pricing strategies, and product/services development.
- Technical abilities in content development, branding, and social media marketing strategies.
- Ability to build marketing channels, alliances and partnerships for revenue management.
- Track record to develop and beat sales & revenue performance targets.
- Exhibit strong communications, people and customer service skills.
- Cost/Expenses management experience, including procurement and basic accounting.
- Customer, vendor and other contract management and enforcement.

- Facility maintenance and upkeep experience
- Strong knowledge and understanding of Hindu Religion, Tradition, and Rituals; and strong awareness of event hall and mahaprasadam needs for various types of, at minimum, Hindu religious, social, cultural, and other events (required).
- Required to speak English; and preferably two or more Indian languages(required).
- Proficient with Windows/Mac desktop/laptop environments, Microsoft Office Suite (Excel, Word, and PowerPoint), and email programs (Outlook, Yahoo, Gmail, etc.).
- Be a US Permanent Resident and/or Citizen.

Application Submission:

Interested candidates are strongly encouraged to apply by sending an email with the necessary application materials. Candidates must send the documents in PDF file format to hccc_managerposition@livemoretemple.org. Please submit the following details:

1. Cover Letter addressed to “Event Halls Marketing & Operations Manager Recruitment Committee” – the letter should summarize the applicant’s experience, skills and an interest statement on why the candidate is qualified for the subject position.
2. Resume and/or Curriculum Vitae that details in chronological order (from the most recent experience) the candidate’s professional/work history. For each position held, describe the role, responsibilities, time-period, and accomplishments.
3. Three references from past employers – provide reference contact name, current employer, email and phone contacts.
4. Current residence location & contact details – phone and email.