



MHW Live Music

To apply please email careers@mhwlivemusic.com

JOB DESCRIPTION

Hotel Entertainment Manager & Weekend Manager-on-Duty

Remote. Occasional meetings at the office. **Must be a Florida resident.**

SCHEDULE: Wednesday, Thursday, Friday, Saturday, Sunday.

Monday, Tuesday are days off.

On behalf of our hotel clients, you will be the Dedicated MHW Manager-On-Duty (MOD) Wednesday through Sunday every week. During this time, you will be responsible for ensuring musicians show up on time to their performances, being the primary point of contact for any musicians or hotel contacts with questions/concerns about their scheduled entertainment, as well as finding substitute musicians for any last minute cancellations. You will also, as capacity allows, interview and audition musicians & DJs into the MHW Live Music database. This is a hospitality management position, which also requires an understanding of live music performance at a professional level. MHW Live Music's clients are luxury hotels, and an understanding of hospitality brand standards, professional communication, and fast response time are important.

- **Weekend Manager-On-Duty**
 - You will be the "Prime Time" Manager-On-Duty Wednesday through Sunday every week which means **proactively checking in every performer and being 100% available and on call** in case of last minute emergencies or issues with hotel clients or musicians that are scheduled to perform on that day.
- **Entertainment Booking and Management**
 - Select musicians that are appropriate for each hotel client's entertainment program.

- Understand and interpret the requests and goals of each hotel client, and be able to translate their requirements (remember they are not musicians) into proper entertainment programming decisions.
- Prepare and send contracts to the musicians for each performance with a high degree of attention to detail.
- Follow up with the musicians on the day prior and day-of their performance to ensure on-time arrival and compliance with our brand standards.
- **Interviewing and Auditioning**
 - Find new musicians and DJs through referrals and Internet searches, pre-qualify them, and audition/interview them (videoconference), in various markets around the United States.
 - Enforce the MHW Live Music and hotel brand standards, expectations, and in a manner that instills mutual confidence and trust.
 - Consistently meet tight deadlines (usually 24-36 hours) for new Directory additions upon the request of your manager.

Personality & Behavior

Accountable

Able to take ownership and responsibility of assigned area of operations.

Hospitality Mindset

Going above and beyond to provide great service for hotel clients.

Hard Working

This is a work from home position, but you must be hard working and actually be seated at your desk at your phone for extended periods of time.

Skills and Experience

- Experience in hospitality
- Experience with DJs and Live Music
- Ability to have difficult conversations if something goes wrong or if a performer does not follow the house rules.
- Experience in a professional business environment
- Comfortable making phone calls, including cold calls.
- Excellent telephone, video-conference, and written communication/etiquette with fast response time
- Very punctual and reliable

Pay

\$40,000 starting salary plus benefits and paid time off.