



Job Description

Department: Arts & Culture

Status: Nonexempt

Job Title: Event Coordinator I or II

Reports to: Arts & Culture Supervisor/Director

Job description last revised: January 2020

GENERAL DESCRIPTION OF DUTIES:

Plan, service, and supervise a variety of meetings, events and festivals, including researching and booking talent; anticipate equipment and other needs for individual events; prepare effective reports and correspondence; establish and maintain effective working relationships with facility users, employees and the general public; supervise a setup crew; lift and or move up to 50 pounds, operate computer, telephone, calculator and copier. Must be available to work a varied schedule to include possible extensive evening / night and weekend work. Assists with special projects as required.

An Event Coordinator I works under the director of and provides support to the Event Coordinator II. The Event Coordinator II will, accordingly, have supervisory duties and will operate with a broader scope of authority, be expected to exercise greater problem solving and decision making skills. In addition, an Event Coordinator II will demonstrate greater technical skills for the job and have a higher level of education, training and/or certifications.

ORGANIZATIONAL RELATIONSHIPS:

Formal reporting relationship is to the Arts & Culture Supervisor/Lead Event Coordinator. May supervise other staff members or volunteers and may coordinate and oversee the work of independent contractors. Event Coordinator I position may dually report to the Lead Event Coordinator and the Arts & Culture Supervisor.

EXAMPLES OF DUTIES:

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The City reserves the right to modify or change duties or essential functions of this job at any time.

Directs the work of staff, contract workers and volunteer personnel including ushers, security guards, caterers and decorators, and functionally supervises all event support staff including setup crews;

Provides tours of the facilities and works to book events;

Explains policies and procedures for use of facility to clients and the general public;

Advises clients and the public on setup options and types of materials needed to achieve desired results;

Calculates and provides clients all estimates of potential costs incurred in completing an event;

Resolves problems or complaints from clients or the public in accordance with established policies and procedures;

Inputs, retrieves, and updates event setup information and produces event reports through a computerized event management system;

Finalizes lessee requirements including table arrangements and number and nature of support personnel needed, such as ushers, bar staff, security guards, caterers, and decorators;

Ensures that setup of chairs, tables, stages, decorations or other equipment is in accordance with event requirements and with safety standards and fire and health codes;

Coordinates front of house for the theater;

Makes or arranges for last minute adjustments in room or equipment setup at the request of lessee;

Opens and secures facilities before and after events;

Captures event information including attendance, type and time of event;

Performs duties associated with final settlement of events, such as tabulating charges and preparing final invoices;

Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively as part of a team to provide quality seamless customer service.

Coordinate set up, and management for scheduled events;

Control the lights and sound of events, such as live meetings or presentations, before and after performances, and during intermissions if tech staff is not present;

Develop and maintain effective relationships with service contractors and other suppliers of event services;

Develop plans to anticipate issues of traffic flow and crowd control and take necessary steps to ensure the safety of all building users and patrons;

Maintain communication with law enforcement and emergency medical services in order to inform them of potential situations that may have an effect on their department or on the City in general;

Proactively notify supervisor when facility or equipment repairs are needed.

EDUCATION AND EXPERIENCE:

Level I:

Bachelors degree or equivalent; one to two years work experience with at least one in meeting and event production related field, or any combination of education and experience that provides the required knowledge, skills and abilities. Food service experience and knowledge of safe liquor service preferred.

Level II:

Bachelors degree or equivalent; three to five years work experience with at least three in meeting and event production related field, or any combination of education and experience that provides the required knowledge, skills and abilities. Food service experience and knowledge of safe liquor service preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

Must be able to work with the public, handle multiple projects simultaneously, and work under deadlines;

Will be expected to be able to manage crowds of up to 3000;

Schedule, coordinate and manage food vendors;

Technically minded/knowledge of event production;

Capable of following instructions; must work well with other team members;

Must be comfortable using a personal computer and printer, programs including MS Word & Excel, Adobe Acrobat, Tyler Financial software, WordPress, Gather scheduling software and be able to navigate the web, and operate other office equipment;

Ability to make updates to the various websites managed by the Arts & Culture department;

The Event Coordinator II position will operate with a broader scope of authority and will be expected to exercise greater problem solving and decision-making abilities and possess supervisory skills.

ENVIRONMENTAL AND PHYSICAL CONDITIONS:

The majority of this position's duties are performed at the SteamPlant Event Center, Rotary Scout Hut and Riverside Park where events will generally take place. Events may also take place in other parks and administration building.

Physically labor intensive. Must be physically able to operate a variety of equipment and have the visual and physical ability to set-up tables and chairs. Requires the ability to maintain body equilibrium when bending, stooping, crouching, reaching and/or stretch arms, legs or other parts of body and to physically maneuver over and/or upon varying terrain, surfaces or physical structures. Ability to lift up to 50 pounds.