

CITY OF CARSON

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Class Specification

City Council Reso. No. 18-027
Bargaining Unit: CSPA

EVENT SERVICES SUPERVISOR

JOB SUMMARY:

Under limited direction, an Event Services Supervisor plans, directs, and coordinates a major section of the Carson Community Center such as sales, marketing and events coordination or operations; provides information and services to facility users; promotes the Community Center and evaluates revenue generation business, reviews and approves contracts, checks facilities and equipment for proper operation and readiness; and supervises assigned personnel.

DISTINGUISHING CHARACTERISTICS

This classification is populated with multiple incumbents who have the responsibility for the coordination of significant portions of the management of the Carson Community Center and supervise a major section of the Community Center Division of the Community Services Department. The classification is distinguished from the Community Center Manager in that the latter classification has responsibility for total management of the Community Center. It is distinguished from lower-level classifications by the level of responsibility, extent of direct and indirect supervision involved, and responsibility for supervision and management of a major functional area.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(These functions are representative and may not be present in all positions of the class. Management reserves the right to add, modify, change or rescind related duties and work assignments).

1. Plans, directs and prioritizes the work of a major section of the management of the Carson Community Center; coordinates event planning and implementation and outside services needs with catering, security and all other service providers, as well as with City departments and facility lessees to assure effective, efficient, and economical event operations.
2. Meets with facility users and prospective users to determine and meet needs; conducts site inspections for facility users and meeting planners; provides information regarding facility capabilities, services and associated costs.
3. Reviews and approves all contracts to ensure accuracy of space and rental charges; checks facilities and equipment to insure proper operation and readiness to meet client needs, and to maintain energy conservation procedures, prepares a variety of reports, correspondence, contracts, and studies related to events and facility use.
4. Oversees the development and implementation of marketing and sales strategies to generate leads and support future prospecting for Community Center event services.
5. Supervises and trains assigned personnel to meet the needs of the client and ensure the efficient operation of Community Center events; provides technical direction to staff, City, or

contract personnel in the planning, development, and implementation of facility modification to ensure high-quality customer service to clients.

6. Develops, implements and monitors employee work schedules and assignments, Approves and monitors overtime and leave requests. Prepares employee performance evaluations, interprets and applies City policies and procedures and Memorandum of Understanding (MOU) provisions. Ensures goals, objectives and work standards are achieved.
7. Assists the Community Center Manager in establishing and evaluating revenue control mechanisms for Community Center meeting and special event booking.
8. Makes policy and procedure recommendations in support of the goals of the Community Center event services management.
9. Coordinates with Community Center Event Coordinators and facilities operation staff regarding room set-ups and staffing levels for events.
10. Recommends, implements and monitors preventive maintenance and repair schedules and quality control procedures within assigned area of assignment. Allocates resources pursuant to established schedules and priorities.
11. Serves on the primary response team in case of emergency or disaster in a position assigned by the City Emergency Plan.
12. Performs other related duties, as required.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Principles and practices of event management.
- Principles and procedures for event lay-out and floor space planning.
- Principles and procedures of event scheduling.
- Principles of administration, personnel management, budgeting, marketing, sales and promotion.
- Public safety, emergency principles, health and fire codes, and related federal, state and municipal laws and regulations governing public assembly facilities.
- Effective customer service techniques.
- Multi-purpose facility operation and maintenance.

Ability to:

- Select, train, supervise, and evaluate subordinates and/or contract labor.
- Establish and maintain effective relationships with those contacted in the course of work.
- Work under time pressure.
- Develop work procedures and project priorities in a manner to avoid interferences with on-going events.
- Anticipate service needs for individual events.
- Develop a marketing strategy to achieve a financial goal.
- Communicate effectively, both orally and in writing.

- Effectively use a Window-based computer system, using Word, Excel, Event Booking software and Diagram Set Up software.

Skill in:

- Using a personal computer and applicable software applications.
- Working effectively with persons from diverse social, cultural and economic backgrounds.
- Multi-tasking.
- Contract negotiations.
- Staff supervision.
- Prioritizing in an event driven atmosphere.

EDUCATION AND/OR EXPERIENCE:

Graduation from an accredited college or university with a Bachelor's degree in public or business administration, recreation administration, communications, marketing or related field.

Four years of recent, paid increasingly responsible work experience in the preparation for and marketing and coordinating events including the supervision of personnel or in supervising, planning and scheduling the maintenance and operations of a large multi-functional facility. Experiencing coordinating events in a public or private community-oriented assembly facility is desirable.

LICENSE:

Possession of a valid California Class C driver's license. Employees in the classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program which confirms possession of a valid driver's license and reflects driving record.

SUPERVISION RECEIVED AND EXERCISED:

Limited direction is provided by the Community Center Manager. Responsibilities include the direct and indirect supervision of event, operation, clerical and maintenance personnel.

WORKING CONDITIONS:

Employee accommodations for physical disabilities will be considered on a case-by-case basis.

Positions in this class normally:

- The work is regularly performed in a fast-paced work environment with many interruptions from telephones, employees and the public.
- Physical demands include walking, standing, kneeling, bending, reaching and grasping.
- Frequently responds to inquiries and complaints from clients, patrons and staff.
- Strict deadlines must be met when preparing for events.
- May be required to drive City and/or personal vehicle during the course of employment.
- May be required to visit off-site locations to attend meetings.

- Requires the ability to work a flexible schedule including late nights, early mornings, long days, weekends and holidays.