

## **EVENT SERVICES COORDINATOR II**

### **Job Summary:**

Assists with the planning, organization, and coordination of activities for a major section of the Carson Community Center such as sales, marketing and events or operations. Communicates event requirements to set up staff and other City Departments.

### **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 and independently coordinates the most complex events within the Division, including events which require extensive client contact, span over multiple days and require heavy administrative details.
2. Prepares and composes a variety of written materials including staff schedules, invoices, reports, diagram set-ups, and other documents pertinent to venue services.
3. Assumes responsibility for booking events, reserving facility space and creation of invoices for payment.
4. Set up and removal of basic Audio Visual (AV) equipment as needed.
5. Oversee the general clean up of facilities before, during and after an event.
6. Obtains documents and communicates event requirements, including scheduling Audio Visual (AV) services to appropriate parties, physical set up, parking, and labor needs to appropriate city staff.
7. Conducts walk through inspections with clients and makes required modifications within guidelines.
8. Assists in the development and implementation of marketing and sales strategies to generate leads and support future prospects for the Community Center.
9. Serves as liaison between the venue, client and patrons, and ensures compliance with terms of the contract, City policies and procedures, City, County and State fire and health regulations and safety codes.
10. Remains accessible during assigned events, responding to and resolving event problems or complaints from clients and patrons, maintaining a high level of customer service.

11. Trains subordinates, delegates assignments and provides guidance and directions.
12. Keeps simple records and prepares reports.
13. Follows applicable safety rules and regulations.
14. Coordinates and documents the delivery of equipment to City Departments.
15. Responds to emergency situations and takes appropriate action.
16. Conducts building, custodial and set up inspections.
17. Performs other related duties, as required.

**Education and Experience:**

1. Graduation from an accredited college with an Associate's degree in business administration, public administration, communication or related field.
2. Two years of increasingly responsible experience assisting with and/or planning and coordinating events or facility operations within the last five years. Experience coordinating events in a public or private community-oriented assembly facility is desirable. Experience must include heavy public contact.
3. Additional relevant experience may be substituted for the required degree on a year-to-year basis.

**Knowledge of:**

1. Principles and techniques used in planning and coordinating service requirements for a variety of exhibits, educations, theatrical and social events.
2. Public safety, emergency principles, health and fire codes, and related Federal, State and municipal laws and regulations governing public assembly facilities.
3. Basic public relations, diplomacy, conflict resolution and customer service skills, crowd control principles, security and operation needs of events.
4. Principles and procedures for event lay out and floor space planning.
5. Alarm systems for opening and locking down the facility.

**Skill and Ability to:**

1. Communicate effectively both orally and in writing.
2. Write effective reports and business correspondence.
3. Effectively present information and respond to questions from clients, patrons, City staff, and the public.
4. Establish and maintain a cooperative working relationship with a wide variety of people including event organizers, sponsors, City staff, and the public.

5. Provide effective customer service.
6. Creatively foresee, analyze, and resolve problems in a timely manner.
7. Anticipate, schedule and coordinate equipment, operations and service needs for a variety of events.
8. Read and interpret floor plans with a variety of instructions furnished in written, oral, diagram or schedule form.
9. Function independently and as a member of a team.
10. Monitor the quality of service provided to clients and make recommendations regarding improvements in order to retain and attract clients.
11. Work within tight, frequently changing, multiple deadlines.
12. Maintain accurate correspondence and financial records.
13. Effectively use a Window-based computer system, using Word, Excel, Event Booking software and Diagram Set Up software.
14. Using a personal computer and applicable software applications.

**License and Certificate:**

Possession of a valid California Class C driver's license and must be insurable by the City's insurance carrier. 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 Exercised:**

Exercises technical and/or functional supervision over staff, as assigned.

**Physical Requirements and Working Conditions:**

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

Positions in this class normally:

1. The work is regularly performed in a fast-paced work environment with many interruptions from telephones, employees and the public.
2. Physical demands include walking, standing, kneeling, bending, reaching and lifting up to 50 pounds.
3. Frequently responds to inquiries and complaints from clients, patrons and staff.
4. May be required to drive City and/or personal vehicle during the course of employment.
5. May be required to work alternate schedules as assigned by management.