

EVENT COORDINATOR

CODES/PAY RANGE

Class Code: 6031

EEO Code: B

Pay Range: 209

MAJOR FUNCTION

Responsible administrative work coordinating assigned events at the Ocean Center.

ILLUSTRATIVE DUTIES

(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Lessee/Client Services

Serves as a liaison to Ocean Center clients. Reviews client's service contract for scope of service. Contacts client to determine service needs including space requirements, equipment requirements and billing information. Ensures client needs are met by Ocean Center staff. Prepares and issues work orders (set-up and service requests) to the operations staff and other affected staff members. Coordinates event staff and equipment needs. Reviews space set up to ensure details of work order were followed. Schedules and conducts all pre and post-event meetings with the staff and client.

Maintains continuous contact with clients to keep abreast of any changes in program, times, set-up requirements or other adjustments. Refers client requests for additional space to sales manager.

Monitors event; troubleshoots any problems.

Monitors costs incurred for the event. Prepares billing for all assigned events. Prepares event summary report. Maintains client files.

Performs related work as required.

Patron Services

Recruits, interviews, hires, trains and schedules all event staff. Determines staffing levels, calculates cost projections and reports actual costs related to each event. Compiles turnstile, staffing, incident, medical, police reports and any other documentation pertinent to each event. Acts as liaison to contract employment agency in resolving payroll matters.

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Monitors activity of all contract services for the client on each individual event, including food and beverage services, novelty merchandising and decorator services. Coordinates activity of emergency medical, security and shuttle services. Facilitates necessary communications to ensure all events run smoothly and client is aware of changes associated with services provided.

Coordinates and supervises all parking lot operations including revenue collection, auditing and staffing. Maintains revenue and expense reporting system. Audits all revenues received.

Develops and implements customer service policies and procedures related to the *Americans With Disabilities Act* and disaster preparedness.

Maintains adequate inventory of uniforms, equipment, parking tickets and related items. Monitors usage and prepares inventory reports.

Programs Ocean Center marquee promoting events. Follows set guidelines to ensure maximum advertising exposure.

Performs related work as required.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of equipment and utility requirements necessary for the events scheduled. Knowledge of overall public assembly facility operation and a thorough understanding of the services they provide. Knowledge of communications equipment. Knowledge of proper billing procedures. May require knowledge of principles and procedures of advertising and marketing.

Ability to plan, schedule and coordinate services, staff and event operations in a systematic manner. Ability to monitor contracts and service agreements. Ability to establish and maintain good working relationships with vendors, clients and event staff. Ability to supervise and coordinate the assigned events. Ability to solve problems that may occur during an assigned event. Ability to communicate effectively both orally and in writing. Ability to maintain records for each assigned event and to prepare proper billings for the vendor. Ability to work varied hours and days as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in Business Administration, Recreation, Social Sciences or related field, and one (1) year of public facility or hospitality industry experience.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

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ADA REQUIREMENTS

Physical Demands: Sedentary to light work. Ability to see, hear, talk. Exposure to noise, vibration.

Mental Demands: Ability to read and comprehend contracts, financial reports, memos, instructions, newspapers/periodicals, manuals, workorders. Ability to write business letters, summaries, evaluations, work orders, reports. Ability to speak clearly and concisely relating information, details and procedures to layman. Ability to perform general mathematical functions.

Environmental Demands: Generally inside work. Some positions may require limited outside duty and exposure to inclement weather.

Revised 05/96