

EVENTS COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: An Events Coordinator coordinates client use of the Mesa Convention Center and Amphitheatre facilities and services. This classification serves as a liaison between the clients and the Convention Center operating staff to ensure facilities, equipment, physical setup, and labor provided meet the requirements of event and tenant contractual agreements within the constraints of safety, health, and fire code standards. The Events Coordinator advises clients of services available within the complex, and of services that are available through outside contractors. The incumbent may also arrange bookings or prepare written estimates for events as required. This class performs related duties as required.

Distinguishing Features: Assignments include the coordinating and guiding of support personnel and services. General supervision is received from the Events and Operations Supervisor who reviews work through meetings, conferences, reports, and results achieved. Work is also subject to irregular hours, evenings, and weekend work to accommodate event scheduling. This class is FLSA exempt-administrative (Part-time employees in this class are FLSA nonexempt).

QUALIFICATIONS

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Business Administration, Theater, Facility Management, or closely related field. Considerable (3 - 5 years) experience in coordinating a variety of events and activities at a large convention center, hotel, theater, or general public use facility.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. One year of supervisory or lead experience is preferred. Training leading to certification in a recognized related professional organization is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, vendors, clients, media, and talent representatives in order to ensure the smooth management and execution of events, represent the best interests of the Mesa Convention Center, settle disputes, and resolve customer complaints. Prepares written documents such as event work orders, operating procedures, reports and surveys, and facility rules and regulations to provide clear, concise information to operating staff for event setups; and familiarizes clients with facility operating policies and available services, and fire and safety codes. Maintains contact with other venues' staff to ensure smooth coordination of like events and to aid in determining and establishing more effective procedures.

Manual/Physical: Reviews the work products of others to ensure compliance with standard operating procedures, and safety and fire codes. Inspects, monitors, and evaluates information, work-related conditions, and objects such as rigging, theatrical sound, lighting, audio-visual (AV) equipment, and electrical systems to determine compliance with prescribed operating, safety, and code compliance standards. Operates a variety of standard office equipment to complete and process information for events. Enters data or information into a personal computer to track and/or book events. Ensures multiple scheduled facilities are prepared for individual clients, as scheduled. Updates maps, schedules, and room setup drawings to provide specific information to the public and operating staff. Physically conducts fire code safety checks and obtains on-site review by Fire and Medical Department representatives as needed.

Mental: Prioritizes and assigns work to personnel and/or prioritizes own work such as gathering event information, preparing event work orders, preparing lists of charges for billing clients, research, and other documentation. Resolves procedural and operational problems by acting as a client advocate and liaison between the client and Convention Center staff, and responding to public complaints. Develops unit event policies and procedures. Conducts research and analyzes data such as venue surveys regarding policies and procedures, and concert crowd profiles to guide policy development and determine security requirements. Ensures clients are aware of and adhere to policies and contract specifications. Performs mathematical calculations and cost analysis to determine setup needs and charges. Comprehends and makes inferences from written material such as internal memos, concert riders (specifications), and news items to ensure the smooth management and execution of events, to remain current in the industry, and track industry trends. Understands and interprets blueprints, schematic drawings, and layouts to provide accurate information to operating staff, and determine suitability of Mesa Convention Center facilities to the event. Estimates labor needed to provide room setup from information given by clients. Learns job-related material through seminars and conferences on industry issues and trends.

Knowledge/Skills/Abilities:

Knowledge of:

Operating procedures of a large convention, theatrical, or other public use facility;
musical and stage entertainment show techniques and requirements;
time, work, costs, and potential problems involved in providing and coordinating event-related services such as room setup and breakdown, catering, security, decorating, and providing electrical power and/or specialized sound and lighting;
effective public relations techniques;
technical production and design practices; and
electrical power, sound, and lighting equipment and the parts, safety hazards, probable malfunctions, and scope and limitations of their use.

Skill in:

dealing with members of the public, a variety of contract personnel, and providing leadership internally to other team members; and
multi-task assignments with concurrent deadlines and varying degrees of complexity.

Ability to:

conduct client interviews to translate requests into specific services and costs;
explain and promote to the client a variety of special services available from or through the Convention Center such as catering, electric power requirements, AV, equipment for multimedia presentations, and Box Office ticket sales, to enable the client to properly stage an event;
train event center staff in procedures needed to meet client needs from inception of request to completion of event;
interpret technical specifications to determine if the facility can accommodate the production;
issue work orders that are used by operations, AV, catering, and concession staff including, but not limited to physical setup, sound requirements, and lighting;
determine the number and type of security personnel required for an event;
solicit new or repeat business for the Convention Center;
advise exhibit and trade show clients on the scope of electric services available;
communicate with and respond pleasantly to a diverse and sometimes demanding public in answering questions, explaining and/or enforcing departmental policy, and in handling complaints; and
coordinate and satisfy the requirement for multiple events occurring simultaneously.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 8/15

TO/fl

CS4202.DOCX (Full-time) PAY GRADE: 47

CS4276 (Part-time) PAY GRADE: 47

CS4666 (Part-time, Non-benefited) PAY GRADE: 47

CS4536 (Special Assignment) PAY GRADE: 47

EEO-Tech

NDOT SAFETY-No SECURITY-No

NDOT RANDOM-No

DOT SAFETY-No CDL-No

RESP-No IND-8810

JOB FCTN-GEN SWORN-No

INCREMENTS 62-200