

EVENT SERVICES COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: An Event Services Coordinator is responsible for assisting the Event Services Supervisor in monitoring the customer service aspect of facility event coordination for multiple events occurring simultaneously; preparing event estimates and settlements; communicating event information and requirements to appropriate staff; serving as Event Manager on Duty; familiarizing clients with facility operating policies, fire and safety codes, and available services; increasing rental revenues by identifying and cultivating new facility users; and performing related duties as required.

Distinguishing Features: This class is supervised by the Event Services Supervisor who reviews work through conferences, reports, and meetings. Work is subject to irregular hours (evenings, weekends, and holidays), sometimes on short notice. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate of Arts Degree in the Arts, Business, Accounting, or a related field. Good (1 - 3 years) event coordination, theater management, or box office sales experience with familiarity in front of house operations.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Some coursework in supervision is desirable.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with the general public, other City employees, vendors, management, public officials, affiliates, and artists. Prepares written documents such as contracts and reports with clearly organized thoughts and/or using the proper sentence construction, punctuation, and grammar, in order to properly communicate the needs of venue, artist, and City.

Manual/Physical: Reviews the work products of others to ensure compliance with standard operating procedures, federal regulations such as Americans with Disabilities Act (ADA), state regulations, and other standards/guidelines specific to the Arts and Cultural Department and the Mesa Arts Center (MAC). Inspects, monitors, and/or evaluates information, work-related conditions and objects, such as

technical equipment, to determine compliance with prescribed operating and safety guidelines, or other industry standards and regulations. Compiles information for special projects or reports. Creates and maintains complex records, databases, and integrated filing systems by operating a variety of standard office equipment, and entering data and information into a personal computer (PC). Prepares and/or updates schedules and graphs, or develops similar charts for reports. Meets schedule and attendance requirements.

Mental: May supervise the work of subordinate personnel and volunteers. Prioritizes and assigns work to personnel and prioritizes own work. Resolves procedural, operational, and/or other work-related problems. Coordinates work activities, program functions, and campus operations with other City departments. Develops short- and long-term objectives and other plans such as sales, safety, security, or operations. Performs mathematical calculations and financial and/or cost analysis. Understands schematic drawings, layouts, or other visual aids. Estimates labor and/or material costs from work plans such as Artist Riders. Learns job-related material through on-the-job training or in a classroom setting.

Knowledge and Abilities:

Knowledge of:

plant and equipment requirements in presenting public concerts, exhibits, lectures, and other events;
principles and practices of business management in regard to production and facilities management;
tenant services practices and principles, and event coordination;
principles of supervision, training, safety, and security;
food service practices and regulations;
needs of users of large facilities;
fire and public safety regulations;
terminology used in entertainment and convention settings;
operations and maintenance needs of a facility; and
audio-visual equipment and electronic systems in administering public assembly facilities.

Ability to:

plan, service, and supervise public and commercial settings;
identify potential problems and make plans for corrective action;
communicate effectively by oral and written means;
establish and maintain effective relationships with fellow staff and facility users;
plan, direct, and evaluate the work of others; and
work nights, weekends, and holidays.

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.

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Page 3

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MJ/kc/ya

CS4313.DOCX

CS4338 (Grant-Funded)

EEO-A/S

JOB FCTN-ADM

INCREMENTS 43-200

PAY GRADE: 45

PAY GRADE: 45

IND-9410

SWORN-No