

EVENT SERVICES SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: An Event Services Supervisor controls and monitors the customer contact aspect of facility event coordination; and oversees patron services, the theater front of house volunteer management program, and works with theater concessions, including food and beverage procedures. Specifically, this position will be responsible for the front of house/rental operations, including budget, the development of staffing and campus policies and procedures as they relate to rental procedures, and relationships for the Performing Arts Center and property. An Event Services Supervisor is responsible for coordinating the Americans with Disabilities Act (ADA) requirements, for management of the Facility Management Software program, and performs related duties as required. Work is subject to irregular hours (evenings, weekends, and holidays), sometimes on short notice.

Distinguishing Features: This class is supervised by the Performing Arts Center Administrator who reviews work through conferences, reports, and meetings. 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 a Bachelor's Degree in Theater Administration, Arts Administration, or a related field. Considerable (3 - 5 years) experience in theater management/event coordination, front of house management, concert promotion and production, or major convention or multi-purpose facility management with familiarity of food and beverage operations. Good (1 - 3 years) supervisory experience.

Special Requirements. None.

Substance Abuse Testing. None.

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

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, vendors, management, public officials, and artists. Instructs and/or trains subordinates and volunteers in a classroom setting. 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 ADA, state regulations, and other standards/guidelines specific to the Arts and Cultural Division 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. Prepares and/or updates schedules and graphs or develops similar charts for reports.

Mental: Plans, organizes, and/or directs the activities of operations for the MAC. Supervises and evaluates 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 policies and procedures, short- and long-term objectives and other plans, such as safety, security, maintenance, or operations. Performs mathematical calculations and financial and/or cost analysis. Prepares operations budgets. 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:

plan 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 subordinates; 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.

Revised 3/21

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JOB FCTN-ADM

INCREMENTS 43-200

PAY GRADE: 50

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