



## Event Center Coordinator I/II

### DEFINITION:

Under general direction of the Event Center Manager, performs a variety of duties including clerical, bookkeeping, billing, marketing, sales and scheduling of events such as conferences, weddings, meetings, recreation programs, and special clients. May be required to work a flexible work schedule.

### SUPERVISION RECEIVED AND EXERCISED:

**Supervision Received:** Receives immediate supervision from higher level staff progressing to general supervision over time with training and demonstrated work performance. Technical or functional supervision may be provided by the Event Center Manager.

**Supervision Exercised:** Generally, no direct supervision exercised. May provide technical or informational guidance on a project basis including part-time and seasonal employees as required and/or assigned.

### CLASS CHARACTERISTICS:

Event Center Coordinator I: This is the entry-level classification in the Event Center support series. This position usually has a variable work schedule based on the hours the center is open.

Event Center Coordinator II: This is the fully qualified journey-level classification in the Event Center support series. Positions at this level are distinguished from the Event Center Coordinator I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Event Center Coordinator I/II class series are flexibly staffed; positions at the Event Center Coordinator II level are normally filled by advancement from the Event Center Coordinator I level; progression to the Event Center Coordinator II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; and (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications.

**EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):**

*Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions of the job.*

*Positions at the Event Center Coordinator I level may perform some of these duties and responsibilities in a learning capacity.*

- Provides excellent customer service to internal and external customers and clients.
- Schedules room use for conferences, meetings, weddings, and other events.
- Generate set-up diagrams; Coordinates room set-ups and supervises assigned functions.
- Answer phones, customer inquiries, perform clerical and office support. Maintain highest standards of customer service; friendly and outgoing. Type various documents and correspondence. Filing.
- Respond to public inquiries about center programs made by telephone, correspondence, or during public meetings. Maintain records and prepare related reports.
- Meet with individuals and groups in connection with future bookings. Assist in the planning and coordination of booked events as related to center needs.
- Enter reservations in Reservation Book and/or Center reservation software. Prepare written correspondence for conferences, weddings, and meetings, and all other events.
- Coordinate set up and take down of conference rooms with food and beverage caterers and Center Maintenance Workers.
- Oversee billings for correctness and accuracy. Coordinate with Finance Department group activities regarding finances and billing.
- Track potential sales accounts, provide necessary sales and marketing data and maintain business referrals. Function as an in-house sales representative for sales inquiries. Work with area personnel and community groups and general public to increase business referrals.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Periodically responsible for inspection of Center facilities and equipment. Assist with ordering supplies.
- Provide marketing support; input and direction to promote the North Tahoe Event Center.
- Provide general administrative assistance to the Event Center Manager.
- Perform other related duties as assigned.

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| MINIMUM QUALIFICATIONS: |
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*Any Combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:*

#### EDUCATION AND EXPERIENCE:

Event Center Coordinator I/II – Equivalent to completion of the twelfth (12<sup>th</sup>) grade, and one (1) year of basic clerical and accounting duties, cash handling, and customer service, and community/event center experience.

Event Center Coordinator I – One (1) year of basic clerical, accounting, and customer service, and community/event center experience.

Event Center Coordinator II – Three (3) years of progressive clerical, accounting, and customer service experience, or two (2) years as a District Event Center Coordinator I with demonstrated ability and knowledge.

*Positions at the Event Center Coordinator I level may exercise some of these knowledge and abilities statements in a learning capacity.*

#### KNOWLEDGE OF:

- District services and operations.
- The District's service fee structure.
- Record-keeping procedures.
- District and mandated safety rules, regulations, and protocols.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

#### ABILITY TO:

- Perform a diverse range of administrative and clerical tasks.
- Project a positive and professional sales demeanor.
- Work under pressure and/or frequent interruptions.
- Work professionally and calmly with angry or difficult customers.
- Make accurate arithmetic computations.
- Receive, process and properly handle cash payments from clients.
- Generate system reports and format for use by assigned department.
- Schedule and calendar reservations for District owned and operated facilities within parks.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

#### LICENSES AND CERTIFICATIONS:

- Possession of a valid driver's license along with a driving record acceptable to the District and the District's insurance carrier.

#### TOOLS AND EQUIPMENT USED:

Modern office equipment such as use of personal computer, word processing, phone, calculator, copy machine, fax machine, and postage machine. Event Center equipment including kitchen, audio-video, and Internet.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 35 pounds.

#### ENVIRONMENTAL CONDITIONS:

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.