



Event Center Coordinator

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. Will be required to work a flexible work schedule and be available to work scheduled private, corporate and community events.

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:

This is a journey-level classification that is able to perform the full range of duties as assigned, working independently, and exercising judgment and initiative. This position receives only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the District.

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.

- Provides excellent customer service to internal and external customers and clients.
- Schedules room use for conferences, meetings, weddings, and other events.
- Generates 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 Event 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 Event Center Maintenance Workers. May occasionally assist the Event Center Maintenance Workers with alterations to event configuration to accommodate client requests and improvements to flow of event.
- 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.
- Works with staff and assigned marketing team to monitor and respond to social media (Facebook, Instagram, LinkedIn, blogs, etc.) to create and maintain content on the web for the North Tahoe Event Center and affiliated conference and wedding facilities, posts photos, videos and other engaging content.
- Provide general administrative assistance to the Event Center Manager.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

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:

Equivalent to completion of the twelfth (12th) grade.

Three (3) years of progressive clerical, accounting, cash handling, and customer service experience, or two (2) years event or conference center experience with demonstrated ability and knowledge.

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, including social media and email platforms.
- 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.
- Work flexible weekend, daytime and evening shifts, depending on scheduled events.
- 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 both a sedentary office classification with standing and walking between work areas required for events. 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 and will occasionally assist with moving furniture for events.

ENVIRONMENTAL CONDITIONS:

Employees work in an office and conference venue environment with moderate to loud 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. Schedule will include a mix of daytime and evening shifts with potential for late evening work hours, depending on scheduled events.