

JOB DESCRIPTION EVENT COORDINATOR

Facility Name:	SWIFTEL CENTER
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JOB INFORMATION

Job Title:	Event Coordinator	Department:	Events
Reports To:	Event Manager	FLSA Status:	Exempt Non Exempt X
Prepared By:	Scott Smith	Date Prepared:	April 3, 2019
Approved By:	Angela Wieck	Approved Date:	April 3, 2019

SUMMARY

Manages event information, coordinate event functions and supervise event services. Directs part-time staff and volunteers for events. Requires evening and weekend work in excess of 40 hours per week and the ability to work flexible hours, including evenings, weekends, and holidays.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Include the following. Other duties and responsibilities may be assigned.

1. Attendance during regularly scheduled hours
2. Receives and responds to booking inquiries when Event Manager is not available
3. Helps maintain the Ungerboeck event booking software.
4. Completes contract between facility and client by obtaining appropriate information from the client including the event type, room requirements including but not limited to equipment and technical requirements, event timeline, insurance certificates, catering menu's and front of the house staff requirements.
5. Ensures that event setups are accurate for all events and in accordance with contract, safety, fire and health codes and procedures. Ensures all technical equipment including projectors, computers, microphones and internet are working properly and are set to the correct sound levels.
6. Required to serve as Manager on Duty for various events as scheduled which includes nights, weekends and holidays. Point of contact for client upon arrival through the entire event. Communicates with the client on how to contact them if assistance is needed.
7. Ensures hiring of qualified event staff for arena events including but not limited to ushers, t-shirt security and event supervisors.

SUPERVISORY RESPONSIBILITIES

1. Schedule, supervise and evaluate front of house employees for events. Must work with HR to adhere to hiring practices, complete time sheets and monitor labor expenses.
2. Determine proper staffing levels according to patron safety, event requirements and general facility security to ensure safety of all patrons and staff.
3. Contract with local police and EMS for arena events.
4. Develop training orientation for new staff and develop ongoing training programs for all event staff including but not limited to customer service levels and emergency response plans.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. A basic knowledge of customer service practices and procedures.
2. Ability to compile and maintain records for payroll, personnel scheduling, and event scheduling.
3. Ability to exercise sound judgment and make proper decisions in handling incidents at all types of events.
4. Ability to communicate in a clear and concise manner, both orally and in writing.
5. Proven ability to deal in a professional and cordial manner with the public attending events.
6. Ability to plan, service and supervise a variety of events with the assistance and cooperation of other staff members.
7. Ability to anticipate equipment and other needs for individual events.

EDUCATION and/or EXPERIENCE

1. HS Diploma or GED or 3 years event coordination experience in a similar type facility. Bachelor's degree (B. A.) from four-year College or University in management, hospitality or business related field is preferred.
2. Desire at least one (1) year experience of increasing responsibility in a professional public assembly facility management role.
3. Other combinations of experience and education that meet these requirements may be substituted.

CERTIFICATES / LICENSES / REGISTRATIONS

1. Applicant must possess current, valid driver's license and a current working home telephone with a number that can be accessed by building management personnel for contact purposes.

LANGUAGE SKILLS

1. Ability to speak and understand English.
2. Ability to read and interpret documents such as instructions, policies and procedures.
3. Ability to write routine reports, business correspondence, and procedure manuals.
4. Ability to deal effectively and courteously with the general public.
5. Ability to effectively present information and respond to questions from groups of managers, clients, and customers.

MATHEMATICAL SKILLS

1. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
2. Ability to compute rates and calculate figures such as proportions and percentages.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to remember previously learned material such as specifics, criteria, techniques, principles, and procedures ; ability to grasp and interpret the meaning of material; ability to use learned material in new and concrete situations; ability to break down material into its component parts so that its organizational structure can be understood; ability to recognize casual relationships, discriminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment; ability to put parts together to form a new whole or proposed set of operations; ability to relate ideas and formulate hypotheses; ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards; ability to appraise judgments involved in the selection of a course of action; ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to stand; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear.
2. The employee frequently is required to walk.
3. The employee is occasionally required to sit.
4. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds.

5. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and high, precarious places.
2. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, risk of electrical shock, and vibration.
3. The noise level in the work environment is usually moderate, but there will be cases where the noise level is loud to extremely loud.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
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