

**CITY OF GLENDALE**

**TITLE: Civic Center Event Coordinator CLASS CODE: 452**

**REPORTS TO: Civic Center Manager GRADE: 23**

**DEPARTMENT: Marketing FLSA: E**

**JOB SPECIFICATION DATE: July 1, 2005 bwg**

**JOB SUMMARY:**

Works closely with clients to coordinate customer needs with facility's capabilities, including catering and other outside contractors. Plans, monitors, administers and delegates all aspects of event coordination within the Civic Center facility. Supervises office staff to ensure excellent facility operations and customer service.

**ESSENTIAL FUNCTIONS:**

1. Responds to inquiries by prospective and confirmed lessees regarding rental rates and space availability.
2. Meets with clients of the facility to determine their needs.
3. Conducts tours and sells services available.
4. Communicates with other community organizations, executives and convention officials to discuss facility services, policies and information.
5. Serves as facility representative or assigns personnel to be present at all Civic Center events.
6. Hires, trains, schedules and supervises event personnel for the running of events to insure proper coverage, safety and excellent customer service; including event staff, reception, security, ushers and others as necessary.
7. Selects, trains and supervises clerical staff.
8. Creates layout of the facility for client and in-house use.
9. Prepares cost estimates for clients, contracts and final invoices for services provided.
10. Prepares various reports.
11. Assists with the booking of the facility.

**SECONDARY FUNCTIONS:**

12. Assists with preparation of the Civic Center budget.
13. Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

### **Knowledge of:**

Principles and practices of modern supervision.  
Principles and practices of public assembly management.  
Modern principles and practices of facility event planning, coordination and production.  
Catering, decorator, security, ushering, parking and food concession operations.  
City ordinances, Fire and Life Safety codes and the Americans with Disabilities Act.  
Business practices as they pertain to billing and contractual arrangements for facilities.  
Principles of public relations and marketing.  
Basics of audio/visual equipment, sound and lighting.

### **Skill in:**

Computer operation and applicable software.

### **Ability to:**

Work a flexible schedule. Evening, weekend and holiday work required.  
Handle basic data processing functions and applications.  
Create layouts of the facility.  
Communicate effectively both orally and in writing with potential clients, employees, and management.  
Supervise others and resolve employee issues to maintain excellent customer service.  
Analyze problems and make recommendations for improvements.  
Review and interpret schematic drawings and layouts for convention facilities.  
Establish and maintain effective working relationships with employees, municipal officials, service contractors, and the public.  
Make basic arithmetic calculations.  
Lift 40 pounds.

## **WORKING CONDITIONS:**

Frequent visits to events at the Civic Center will require the incumbent to work in and around crowds of people and do extensive walking and standing. Occasional work in an office setting.

## **MINIMUM REQUIREMENTS:**

Associates Degree in business, public administration, marketing, hospitality or related field and three years experience in the hospitality or facilities management field dealing with public assembly events and activities, including two years of supervisory experience.

Any equivalent combination of training and experience which provides the required knowledge, skills and abilities is qualifying.

**SPECIAL REQUIREMENTS:**

Valid Arizona driver's license.

Evening, weekend and holiday work required.

Possession of, or ability to obtain within 6 months of hire, CPR and First Aid Certification.