

CITY OF GLENDALE

TITLE:	Civic Center Operations Coordinator	CLASS CODE:	454
REPORTS TO:	Civic Center Manager	GRADE:	25
DEPARTMENT:	Marketing & Communications	FLSA:	E
JOB SPECIFICATION DATE: November 4, 2011 ajw			

JOB SUMMARY

Assists in the overall coordination, facilitation and supervision of Civic Center operations, facilities and events. Supervises employees in setting up materials and equipment for events and ensures the proper operation of convention center facilities.

ESSENTIAL FUNCTIONS

1. Assists with event management including supervision of event set-up, building and grounds maintenance staff as well as staff responsible for providing technical services support.
2. Coordinates and communicates with the Civic Center Manager regarding event supervision, staffing requirements, equipment needs and turn-around times for the ability of the facility to meet all contract terms for revenue production.
3. Establishes, disseminates and monitors work performance levels and safety standards within the facility. Organizes and executes training, customer service, and safety & emergency operations programs.
4. Develops and implements standard operating procedures including preventive maintenance programs. Coordinates equipment and facilities repair with the Public Works Department.
5. Assists the Civic Center Manager with event supervision to include maintaining readiness of facility prior to opening of an event, maintaining contact with facility users/event producers to ensure all event requirements are met and contract responsibilities are adhered to.
6. Provides customer service and resolves problems or complaints in accordance with established policies and procedures.
7. Assists with compiling all event related costs and fees, and the preparation of event billing; writes event reports, noting attendance, times and significant problems.
8. Provides customer service by responding to information requests, conducting research, providing solutions to problems, and correcting errors.
9. Manages, coordinates, and determines priorities of work load, monitoring levels of resources, establishing time lines, assigning work, monitoring progress, recommending changes and suggestions; inspects work of staff, establishes goals, reviews completed work.
10. Sets up, troubleshoots and repairs telephones, microphones and A/V equipment.
11. Assists with the preparation of the facility operational budget and tracks and monitors operation and maintenance expenditures; ensures expenses remain within budget allocations.
12. Monitors utility consumption, establishes and maintains energy conservation programs & schedules for the facility.
13. Meets with professional engineers, architects, and contractors for pre-design information related to the remodeling and maintenance of the Civic Center and Annex and outside landscaping.
14. Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Customer service principles
- Effective supervisory practices
- Principles and practices of corporate and social event set-up
- The methods, practices, tools, and materials used in building maintenance, custodial, and repair work
- Principles and practices of facilities management
- City ordinances, municipal building and fire codes and the Americans with Disabilities Act requirements
- Coordination of materials, services, and support systems required for staging special events
- Basics of audio/visual equipment, sound and lighting
- Use of personal computers and various software applications
- Principles and practices of employee supervision, evaluation, and training

Ability to:

- Review and interpret schematic drawings and layouts for convention facilities
- Listen and communicate effectively with a diverse group of people
- Make mathematical calculations and draw logical conclusions
- Provide quality customer service and stay calm during difficult customer situations
- Handle multiple projects simultaneously and use good judgment in prioritizing work assignments
- Operate floor cleaning machines, scrubbers, vacuums, forklift, scissorlift and other mechanical equipment
- Analyze problems and make recommendations for improvements
- Supervise others and resolve employee issues to maintain excellent customer service
- Establish and maintain effective working relationships with employees, municipal officials, service contractors and the public
- Communicate effectively both orally and in writing with potential clients, employees and management
- Work a flexible schedule including evenings, weekends and holidays

WORKING CONDITIONS

Requires moderate to heavy lifting of objects over 50 lbs.; climbing ladders and working at heights greater than 10 feet; repetitive bending and stooping, extended periods of standing and walking and some exposure to hazardous materials. Hazards may be controlled through the exercise of safety precautions.

MINIMUM REQUIREMENTS

Two years of trade school or college level course work and four years of experience in facilities maintenance engineering, HVAC, electrical, mechanical or general construction at the journeyman level including one year of lead or supervisory experience related to event and audio-visual set-up in a banquet, event or related facility.

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

SPECIAL REQUIREMENTS

- Valid Arizona driver's license at time of hire
- Ability to obtain CPR and First Aid Certifications within 6 months of hire