

## POSITION DESCRIPTION

**Position:** Event Support Specialist

**Purpose:** To provide professional, hands-on support for large-scale or high-demand community rentals and other events taking place in district facilities. Event Support Specialists ensure that facilities are properly prepared, provide attentive customer service during events, and restore spaces to their original condition after use. This role is designed to manage events that require a higher level of service, physical and/or technical support than a standard Building Monitor can provide.

**Primary Customers:** Internal: Administration, staff, students  
External: Families, community partners

### Position Qualifications:

#### Education/Certification:

- High school diploma or equivalent

#### Experience:

- Prior experience in event support, facilities operations, hospitality, or customer service required
- Experience working with diverse groups of people preferred

#### Qualifications:

- Must be 18 years of age or older
- Demonstrated customer service and communication skills
- Ability to anticipate and respond to requests in a professional manner
- Strong problem-solving skills and ability to remain calm in challenging situations
- Reliable, trustworthy, and able to work independently
- Ability to perform physical tasks such as lifting and carrying up to 50 pounds, setting up furniture/equipment, and cleaning event spaces
- Ability to work collaboratively with district staff and rental clients to ensure a high-quality experience

All positions are designed to support the **MISSION** of the Eden Prairie School District:  
**Inspiring Each Student Every Day.**

### **Essential Responsibilities:**

- 1. Prepares spaces for highly involved rentals.**
  - Unlock doors, set up furniture and equipment, ensure spaces are clean, safe and ready for use.
  - May be required to set up and adjust audiovisual technology depending on the needs of the rental organization.
- 2. Provide active customer service during events.**
  - Greet and support clients, check in regularly with group leaders, anticipate and address customer needs in real time.
  - Provide spot cleaning, garbage removal, and direct support for logistical requests.
- 3. Coordinate facilities personnel during events.**
  - Address any custodial or maintenance needs by requesting assistance from on-site custodial staff.
  - Provide guidance for those staff as needed.
- 4. Ensure building safety and security.**
  - Monitor participants, enforce district policies, and assist in emergencies as needed.
  - Control building access and secure areas as directed.
- 5. Return spaces to original condition.**
  - Clean and reset rooms, collect garbage, and ensure equipment and furniture are returned properly.
- 6. Communicate and cooperate with internal staff.**
  - Relay event updates, issues, and needs to the Facility Use Program Supervisor in a timely manner.
  - Collaborate with custodial, maintenance, and instructional staff to ensure facilities are well maintained for all users by requesting assistance from on-site custodial staff, and provide guidance for those staff as needed.
- 7. Communicate with and support event coordination with clients, when needed.**
  - Serve as the primary point of contact during the planning process to provide a streamlined experience as needed.

### **Standard Measures of Accomplishment:**

1. Event spaces are prepared to client specifications and ready on time.
2. Rental clients receive professional, responsive service.
3. Spaces are restored to original or better condition after events.
4. Clear, timely communication is provided to the Facility Use Program Supervisor and other district staff.

### **Terms of Employment:**

**Classification:** CLASS Level 4

**Hours/Week:** varies\*

Created 12/2025

**Days/Year:** varies\*

\*Hours and days of service are established by the school district and are subject to change according to district need. Working conditions are determined by the written contract between the CLASS Bargaining Unit and the Eden Prairie School District.

**Evaluation:**

Performance will be evaluated by the Facility Use Program Supervisor in consultation with rental clients and other district staff.