

Job Description: EVENTS COMPLEX/SPECIAL EVENTS COORDINATOR

PAY GROUP: 12/07

EEOC CATEGORY: Paraprofessionals

FLSA: Exempt

SUMMARY OF POSITION:

Under general direction, performs a variety of professional, administrative, and customer service level duties in the facilitation and coordination of facility rentals and special events to include event planning, agreements, collection of payments, processing deposits, marketing, and formulating cooperative partnerships.

ORGANIZATIONAL RELATIONSHIPS:

1. Reports to: Assistant Director of Parks and Recreation.
2. Directs: This is a non-supervisory position, but may direct the work of other staff members on event setup and cleanup.
3. Other: Has frequent contact with other city departments, vendors, governmental officials, community organizations, and members of the public for facility rentals and special events.

EXAMPLES OF WORK:

Essential Duties*

Maintains current knowledge of facilities available to rent to include capacity, technology, amenities, leasing policies, rental fees, etc.;

Performs receptionist duties to include greeting the public, answering the phone, taking messages, responding to emails, and providing information regarding the Seguin Events Complex;

Answers inquiries regarding Seguin Events Complex to include booking of facilities, RV reservations related to events, payments, equipment needed, contract administration, concessions, vendors, alcohol rules, security, and promotions;

Conducts tours of the facilities;

Collects payments for rental of facilities and makes deposits to the Finance Department;

Coordinates scheduling of security officers as needed for facility rentals;

Assists with general marketing duties: provides input on content of marketing materials; organizes, compiles and sends out promotional items and information packets; conducts presentations; and manages the marquee sign for the Seguin Events Complex;

Assists in preparation and monitoring of the Coliseum and Fairgrounds budget, and is responsible for purchasing commodities and amenities for the Seguin Events Complex as needed;

Creates weekly/monthly planner sheets with room layouts for events and communicates instructions to staff assigned to facility rentals and special events; may oversee/supervise staff and operational functions associated with facility rentals and special events;

Maintains event contract documents, client information files, and both printed and online calendar of events scheduled for the Seguin Events Complex and special events;

Serves as liaison with vendors on event related facility rental and special event matters;

Coordinates and arranges for audio/visual equipment and other facility rental and special event needs;

Assists in developing, implementing, and monitoring operational policies and procedures for the facilities at the Seguin Events Complex and for special events;

Assists with the preparation of reports including facility use and revenue including tracking customer service through surveys;

Communicates and coordinates with vendors and assists with preparations for facility rentals and special events;

Attends and/or facilitates coordination meetings for large special and community events;

Monitors all facilities rentals and special events to ensure customer satisfaction - may be required to work weekends and evenings to ensure the success of facility rentals and special events;

Other Important Duties*:

Runs errands i.e. City Hall;

Attends educational conferences as approved by supervisor;

Assists with Parks and Recreation Department operations as needed (office duties, park reservations, recreational programs, special events, etc.);

* for the purpose of compliance with the Americans With Disabilities Act (ADA)

This job description does not take into account potential reasonable accommodations. August 25

Works nights and weekends in support of all City related special events including working City holidays such as July 4;

Observes all safety rules and procedures; and

Performs such other duties as may be assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Skills: good customer service, math aptitude, attention to detail, and organizational skills.

Ability to: perform all administrative functions associated with scheduling, planning, facilitating, coordinating, and executing events and facility rentals; operate standard spreadsheet and word processing computer applications (Word, Excel, Publisher, and Power Point); track customer payments and surveys, deposits and refunds; develop and maintain working relationships with other employees, other city departments, community organizations, facility renters, special event organizers, and the general public; express ideas concisely, both orally and in writing; understand, follow, and give oral and written instructions; anticipate facility rental and special event needs; use good judgement in finding solutions to immediate challenges; work with minimal supervision; and work flexible schedule including weekends and evenings.

ACCEPTABLE EXPERIENCE AND TRAINING:

Associates degree or its equivalent in marketing, public relations, communications, or related field; a minimum of two years' experience in a related field; and experience in event coordination, facility rentals, and planning is preferred.

CERTIFICATES AND LICENSES REQUIRED:

Valid Texas Driver's License with an acceptable driving record.

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