ASHEVILLE, NORTH CAROLINA

Classification Specification

Coordinator, Event Services
Job Code: 8580
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to lead and coordinate event activities for the City's civic center.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Leads and coordinates daily work activities of assigned staff and volunteers: organizes tasks to complete assigned work; monitors status of work in progress and inspects completed work; assists with complex/problem situations and provides technical expertise; assists with training and instructing assigned staff regarding operational procedures, customer service, building policies and evacuation procedures, coat check practices and procedures, etc.; and reports problems and issues to supervisor.

Coordinates pre-event activities: reviews and prepares technical riders and event memos to plan for events; ensures provision of towels, food, drinks, tables, chairs, internet, risers, stairs, cloths, skirts and other items; oversees parking needs, including ensuring parking availability, bagging meters for trucks and buses, and coordinating towing needs; schedules event staff, coordinators, medics, police, and fire marshal to ensure adequate coverage and control; and communicates event needs, details and priorities prior to start of event.

Serves as manager on duty during events: leads and monitors activities during events; conducts inspections of event space, lobby, etc. to identify potential problems; receives and responds to questions, problems, and issues; troubleshoots problems and recommends solutions and remediations; and responds to emergencies, accidents, and injuries during events.

Monitors work environment to ensure safety of employees and other individuals: ensures compliance with safety regulations and Americans with Disabilities Act; ensures cables/cords are properly secure to prevent trips/falls, exits are visible, and aisles, rails and loading docks are clear of obstructions; makes ADA accommodations as needed; and initiates any actions necessary to correct deviations or violations.

Performs payroll duties for event staff: completes payroll for police, medics, and event staff; ensures employees are properly checked in and out; reviews timesheets; and prints and submits payroll data and reports.

Communicates with supervisor, subordinates, other City employees, promoters the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, event reports, staffing sheets, incident reports, accident reports, timesheets and payroll records, receipts, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Event Management, Business or a related field required; supplemented by two years of experience in customer service, event services, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over

others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, taste, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as odors, temperature and noise extremes, electric currents, traffic hazards, bright/dim lights, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.