

EVENTS COORDINATOR SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
0101	Events Coordinator	03	172	6 mo.	05/01/19	Rev.
0102	Senior Events Coordinator	03	172	6 mo.	05/01/19	Rev.

Promotional Line: 310

Series Narrative

Employees in positions allocated to this series work in all phases of planning, implementing, and coordinating the events operations. Responsibilities include managing building and event security operations, developing and coordinating safety and risk management initiatives, and event operations (ticket sales, parking control, crowd control, and concession operations) at a variety of event venues.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Events Coordinator 0101

Employees at this level coordinate the events operations pertaining to ticket sales, parking, crowd control, concession operations, and events operations. Additional responsibilities include ensuring facility and staff preparedness at the events.

An Events Coordinator typically:

1. assists with planning, coordinating, and facilitating of logistics for events;
2. meets with clients in advance of event and assist in determining event needs;
3. coordinates overall ticket sales, premium seating, box office operations for the unit, including preparing reports and reconciling box office receipts with tickets sold and unsold;
4. plans and coordinates traffic control and parking operations for the unit; implements crowd control responsibilities; plans and coordinates event emergency plan;
5. coordinates the concession operations, including menu selection, ordering and inventory of product, health code compliance, and reconciliation of receipts;
6. coordinates purchases of services and supplies for events; contacts vendors, negotiates pricing, obtains quotes, and initiates the purchase order procedure;
7. coordinates facility arrangements for events, including securing venue, coordinating the processing of rental agreements, and working with on-site venue staff to determine set-up;
8. assists with troubleshooting and resolving guest/client/event issues and concerns;
9. coordinates event operations regarding the established budget;
10. assists in hiring, training, and supervision of event workforce;
11. performs other related duties as assigned.

Level II: Senior Events Coordinator**0102**

Employees at this level are responsible for planning, directing, implementing all phases of the events operations pertaining to tickets sales, parking, crowd control, concession operations, and events operations. Additional responsibilities include ensuring facility and staff preparedness at the events.

A Senior Events Coordinator typically:

1. responsible for planning, coordinating, and facilitating of logistics for events;
2. responsible for managing all aspects of University events and reporting event-related concerns; develops and maintains statistical databases on event characteristics (such as crowd demographics including ticketing, parking and food issues, budget analysis, attendance, and potential security issues);
3. manages ticketing system, manifests, and ticketing reports, including maintaining pricing, ticket design, assignments and renewals;
4. manages point of sale systems and/or inventory systems;
5. responsible for all cash handling and reconciliation procedures;
6. coordinates event operations;
7. hires, trains, and supervises full- and part-time employees;
8. responsible for overall event coordination for building staff; inspects event and room setups for conformance to needs and desires of clients and responds to complaints;
9. serves as building liaison on University- and Community-based committees, providing such services as maintaining internship programs and responding to all community-related concerns;
10. oversees the coordination of all building-related policies, in-house equipment and supplies, to serve the needs of touring acts, production companies, and all persons associated with conferences, meetings and trade shows;
11. prepares event emergency and risk management plans;
12. responsible for the enforcement of all applicable life safety and fire codes, and monitoring the proper operation of event-related equipment such as food service equipment, ticketing equipment, and parking equipment, including the purchases, repairs and/or replacements;
13. performs duties of previous level in series, as required;
14. performs other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:**Level I: Events Coordinator****0101**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High School graduation or equivalent
2. Any combination totaling **two (2) years (24 months)** from the following categories:
 - a) Professional work experience in event coordination.
 - b) College course work in any discipline, as measured by the following conversion table or its proportional equivalent:
 - 60 semester hours equals **one (1) year (12 months)**
 - 90 semester hours equals **two (2) years (24 months)**

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of arena entertainment management or athletic management.
2. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
3. Skill in coordinating assignments and schedules within a large University environment.
4. Skill in considering the relative costs and benefits of potential actions to choose the most appropriate one.
5. Skill in material resources management through obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
6. Ability to work collaboratively and building strategic relations with colleagues, coworkers, constituents and volunteers.
7. Ability to effectively plan, delegate, and supervise the work of others.
8. Ability to interact/communicate in a positive matter with a diverse clientele.
9. Ability to communicate effectively in writing as appropriate for the needs of the audience.
10. Ability to identify problems, evaluate alternatives, and implement effective solutions.

Level II: Senior Events Coordinator**0102**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High School graduation or equivalent
2. Any combination totaling **four (4) years** from the following categories:
 - a) Progressively more professional work experience in events coordination.
 - b) College course work in any discipline, as measured by the following conversion table or its proportional equivalent:
 - 60 semester hours equals **one (1) year (12 months)**
 - 90 semester hours equals **two (2) years (24 months)**
 - 120 semester hours or a Bachelor's degree equals **three (3) years (36 months)**

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of arena entertainment management or athletic management.
2. Knowledge of crowd control, food service or ticket control.
3. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
4. Skill in coordinating assignments and schedules within a large University environment.
5. Skill in considering the relative costs and benefits of potential actions to choose the most appropriate one.
6. Skill in material resources management through obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
7. Ability to work collaboratively and building strategic relations with colleagues, coworkers, constituents and volunteers.
8. Ability to effectively plan, delegate, and supervise the work of others.
9. Ability to interact/communicate in a positive matter with a diverse clientele.
10. Ability to communicate effectively in writing as appropriate for the needs of the audience.
11. Ability to identify problems, evaluate alternatives, and implement effective solutions.