



Office of Human Resources

Booking Coordinator – CA2490

General Statement of Duties

Performs full performance professional level work scheduling tenants and booking events into City and County of Denver facilities, maintaining accurate calendar of events, prepare and monitor related contracts, and perform related administrative work.

Distinguishing Characteristics

This class performs full performance professional level work scheduling tenants for events and booking events into city facilities. This class is distinguished from an Events Coordinator that performs full performance professional level work coordinating events and providing administrative support for events activities held in multiple venues. The Booking Coordinator is distinguished from the Special Events Coordinator that performs full performance professional level work coordinating cultural and/or special events, maintaining an accurate calendar of special events including unanticipated, large special civic events involving the participation of multiple city agencies and/or contracted assistance.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally but not always clearly applicable requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received & Quality Review

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgement are required within the parameters of the job function.

Level of Supervision Exercised

None

Essential Duties

Schedules and books events into entertainment and other City and County of Denver facilities.

Provides information to prospective clients concerning facility availability, rules and regulations, and contract language and coordinates facility usage for all tenants.

Works with tenants to provide contract and booking agreement, and ensures contract and provisions are completed including insurance requirements and is a business in good standing with the Secretary of State of Colorado prior to event date in accordance with established citywide procedures.

Maintains event contract documents and client information files and tracks and monitors contract and payment information in database. Ensures all steps are completed in city contract process and notifies tenant of issues as they arise. Updates venue manager on process and compliance with contract requirements.

Generates event cost estimates, performs a detailed walk-through of event schedule, facility usage, and responds to technical inquiries to assist clients.

Prepares calendar of scheduled events and tentative hold reports using scheduling software and responds to inquiries regarding scheduled events.

Compiles information and generates reports containing quarterly and monthly statistical information and composes correspondence related to policies and procedures.

Maintains the events booking database, creates periodic event calendars for the public and venue management, and creates and updates periodic availability spreadsheet to be used by promoters.

Monitors revenues by assignment of rental fees and ticketing for city facilities and prepares financial reports.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Arithmetic – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Creative thinking - Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Information Management – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

Knowledge of marketing principles and practices sufficient to be able to assist with the preparation and placement of advertisements as required.

Skill in estimating costs related to the work assignment.

Education Requirement

Bachelor's Degree in Communications, Business Administration, Marketing, or a related field.

Experience Requirement

Three (3) years of experience assisting with event planning, event production, or facility management.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Pressure due to multiple calls and inquiries.

Subject to long irregular hours.

Subject to many interruptions.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near acuity: ability to see clearly at 20 inches or less.

Field of Vision: ability to see peripherally.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-620

FLSA Code: N

Management Level: 10

Established Date: 9/21/2018

Established By: Lori Schumann

Revised Date: 08/26/18

Revised By: Blair Malloy

Class History:

08/26/2018 - Updated classification general statement of class and essential duties to be consistent with work performed and FLSA status changed from exempt to non-exempt.