



Office of Human Resources
Booking Specialist - CA2492
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General Statement of Duties

Performs advanced, full performance professional work booking a large volume of events into multiple City venues. Routinely exercises delegated authority to negotiate prices, refine specific contract language and determine specific contractual conditions. Administers event booking processes from first client contacts to final contractual agreements.

Distinguishing Characteristics

This class performs advanced, full performance level professional work booking a high volume of events into multiple City venues. It is distinguished from Booking Coordinator by its delegated authority to regularly negotiate prices, determine specific contractual terms and conditions and administer a large volume of booking processes from initial client contacts to final contractual agreements. Booking Specialist and Booking Coordinator are distinguished from both Events Coordinator and Special Events Coordinator. These classes do not have event booking or scheduling responsibilities. Booking Coordinator is also distinguished by the following factors:

Level of Supervision Exercised

By position, performs full supervision over clerical/technical and/or leadwork over professional staff.

Essential Duties

Administers the event booking and scheduling functions for a department or division of a large charter department including direct performance or oversight of event booking processes.

Administers end-to-end event booking processes from first client contacts to final contractual agreements. Serves as administrator of booking and event management application software, controls user access and provides user instructions and training.

Conducts event pricing negotiations that are guided but not controlled by the booking function's price book, related policies and historical practices.

Searches historical agreements and considerations provided by other venues to potential customers.

Originates and revises contracts and contractual criteria; verifies all stipulated contractual agreements; and approves and ensures the timely issuance of contracts.

Refines specific contract language and determines specific contractual conditions within limits approved by the City Attorney.

Directly estimates and/or requests others to provide estimates of the labor costs and other associated costs of prospective events.

Maintains contacts with agencies that represent booking customers and provides them with periodic updates concerning the availability of events venues.

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.

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.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Writing Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Skill in ensuring department compliance with legal requirements.

Skill in estimating costs related to the work assignment.

Skill in developing contracts specific to the field.

Skill in reviewing and analyzing information and formulating logical recommendations.

Education Requirement

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

Experience Requirement

Three (3) years of experience booking and scheduling events for an entertainment and/or sports facility.

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-812

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: