General Statement of Duties

Performs full performance, end-to-end professional level work planning, coordinating, and executing events and activities held in venues within the City and County of Denver.

Distinguishing Characteristics

This class is distinguished from the Special Events Coordinator classification, which involves coordinating cultural/special events including one-time unanticipated/unscheduled events involving the participation of multiple city agencies or contracted assistance. Also, this class is distinguished from the Booking Coordinator classification, which involves booking tenants and events into city facilities.

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, gathered and discretion and judgement are required within the parameters of the job function.

Level of Supervision Exercised

By position, performs leadwork or supervision over events staff.

Essential Duties

Coordinates logistical, technical and administrative support and activities for events held in venues within the City and County of Denver. Provides primary point of contact for employees, contractors, and the public for planned event.

Provides end-to-end customer service and support in planning and executing event. Implements, develops, recommends and coordinates administrative tasks and procedures in the areas of pre-event and post-event planning.
Coordinates, verifies and assembles logistical information prior to and during scheduled events and works with employees and contractors for all elements of an event, which may include facilities management, audio/visual or theatrical elements, signage, displays, special needs requirements, printing services, event security, special effects, stage and set design elements for use during event or performance.

Monitors, verifies and interprets expenses and contractual or permit agreements for all events, completes financial reporting, provides cost projections and assists with financial settlement.

Maintains event file, reviews and authorizes payment requests according to the contractual or permit terms and applicable rules and regulations and ensures the receipt and filing of essential documents for future reference.

 Prepares budget documents, tracks and monitors the budget, authorizes expenditures and generates revenues.

 Prepares patron’s accident report, post-event financial summary, final billing and settlement and final wrap up documents.

 Determines work priorities and develops work schedules to provide adequate staff coverage. Documents performance, provides feedback, and informally evaluates the work of the on-calls and contracted personnel.

 Coordinates, implements new procedures and efficiencies for the assigned functions. Troubleshoots and recommends improvements upon the conclusion of event for future events.

 Implements safety and security standards including stage and seating areas and develops procedures to ensure compliance.

 Reviews work upon completion for adherence to guidelines and standards.

 Performs other related duties as assigned or requested.

 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**

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.

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.

Planning and Evaluating - Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

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.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

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

**Knowledge & Skills**

Knowledge of planning event productions sufficient to be able to synthesize various activities, persons, and spectators for multiple events.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Skill in monitoring contracts to ensure compliance.

Skill in reviewing work for accuracy and completeness.

**Education Requirement**

Bachelor's Degree in Theater, Fine Arts, Technical Production, or a related field.

**Experience Requirement**

Three (3) years of experience coordinating projects or events or related work.

**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
Subject to varying and unpredictable situations
Temperature Changes: variations in temperature from hot to cold.
Atmospheric Conditions: conditions that affect the skin or respiratory system.

**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.):

Walking: moving about on foot.
Sitting: remaining in the normal seated position.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force upon an object so that the object is moved.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Reaching: extending the hand(s) and arm(s) in any direction.
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.
Eye/hand/foot coordination: performing work through using two or more.
Near acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distance and space relationships.
Field of Vision: ability to see peripherally.
Color Vision: ability to distinguish and identify different colors.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

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<tr>
<th>Background Check Requirement</th>
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<tbody>
<tr>
<td>Criminal Check</td>
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<td>Employment Verification</td>
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<td>Education Check</td>
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<th>Assessment Requirement</th>
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<tr>
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<tr>
<th>Probation Period</th>
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<tr>
<td>Six (6) months.</td>
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<tr>
<th>Class Detail</th>
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<tbody>
<tr>
<td>Pay Grade: A-807</td>
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<tr>
<td>FLSA Code: Y</td>
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<tr>
<td>Management Level: 9</td>
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<tr>
<td>Established Date: 9/21/2018</td>
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<tr>
<td>Established By: Lori Schumann</td>
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<td>Revised Date: 8/20/19</td>
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<td>Revised By: Blair Malloy</td>
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<tr>
<td>Class History: Updated general statement of class duties, distinguishing characteristics, removed listed majors from the experience requirement, and simplified the experience requirement.</td>
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