



Office of Human Resources
Revenue Development Partner Specialist - CA3252
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General Statement of Duties

Performs specialized, expert level professional work overseeing the fulfillment of large-scale, complex, or multiple specialized business development areas including sponsorship, ticketing, or related areas and performs account management with external contractors for city venues or facilities to ensure the delivery and tracking of contractual elements, coordinates inventories and finances, develops new sponsorship programs, and develops strategy to build events in ticketing software and create ticket packages for shows and events.

Distinguishing Characteristics

This classification is part of the Revenue Development class series. This classification is responsible for limited budgeting and goal setting, provides primary support for sales and activation activities, is the primary point of contact for City operations, (CAO, Finance, City Council) and is the primary contact for outside clients. Positions in this classification handle the day-to-day relationships on complex, unusual, multiple specialized areas, or large-scale, new contract procurement and contract renewals. This classification coordinates the business development process – prospecting and research. Decision making can be done with limited supervision. The class series consists of:

- Revenue Development Partner Associate
- Revenue Development Partner Senior
- Revenue Development Partner Specialist
- Revenue Development Manager

Level of Supervision Exercised

By position, performs leadwork. By position, supervises two or more staff.

Essential Duties

Administers and leads the work of a team to address complex, large-scale business development programs where significant regulatory and technical ability is needed. Ensures programs operate in compliance with departmental objectives, pertinent laws, rules, and regulations of city employees or contractors.

Builds and maintains relationships for sales and activation activities related to sponsorship, ticketing systems, or other business development programs with external contractors. Acts as a business advisor to partner entities/businesses and works with them to develop an effective business strategy. Builds new contacts and creates a network within the specific industry of ability, take part in related associations, and cultivate relationships with other industry professionals outside of the city that feeds business development or performance, both within and outside the organization

Establishes, identifies, plans, and monitors significant sales for new or established business development lines of business or channels. Utilizes data analytics to identify growth opportunities for sales and marketing initiatives. Provides market intelligence on current conditions and prepares a variety of analytical and operational reports.

Serves as a liaison between internal and external departments to ensure sponsor fulfillment. Communicates with a wide range of city staff and management, contractors, business groups, and the public to share information and resolve problems or issues.

Onboards and orients new contractors to city programs. Educates and assists contractors with city fees, taxes, policies, procedures, and functionality of software platforms.

Serves as an on-site contact and oversees coordination and execution of operational elements including, but not limited to, product sampling, signage, display areas, VIP hospitality, and promotions.

Makes presentations to contractors and provides information on contract policies and procedures.

Performs marketing work by planning, developing, designing, coordinating, and monitoring a variety of promotional and informational campaigns related to campaigns.

Tracks industry trends related to program areas. Conducts analysis of complex financial and operational data, which may lead to controversial or unprecedented recommendations or outcomes. Prepares and presents these outcomes and recommendations to senior leadership and key stakeholders.

Maintains a tracking system of contract files throughout the term of the contract, archives all resource documents, and completes reports for management on contractor performance. Completes all proof of performance recaps upon the end of the contract.

Performs marketing work by planning, developing, designing, coordinating, and monitoring a variety of promotional and informational campaigns related to campaigns.

Develops a budget and manages expenses and account finances, including submitting invoices, tracking payments and expenses, updating expenses in a database system. Participates in account clearance and activation.

Oversees show information in ticketing software. Develops scaling for each event based on market and related to artist and venue location. Configures fees, taxes, and deliver methods based on venue, client type, and event setup.

Manages ticket holds for each event. Processes ticket orders for artist management, record label, and internal buys. Prepare and distribute daily ticket counts for staff, departments, and offices at the venue.

Performs other related duties as assigned.

Any one position may not include all 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.

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

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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

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

Knowledge & Skills

Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Education Requirement

Bachelor's Degree.

Experience Requirement

Four (4) years of experience in professional sales, business development, account management, 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 many interruptions.

Subject to varying and unpredictable situations.

Level of Physical Demand

2-Light (10 - 20 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.

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

Hearing: perceiving the nature of sounds by the ear.

Lifting: raising or lowering objects weighing no more than 20 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-813

FLSA Code: Y

Established Date: 2/23/2020

Established By: CW

Revised Date:

Revised By:

Class History: