



Office of Human Resources  
Entertainment Production Coordinator - CA2518  
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### General Statement of Duties

Performs full performance level work to coordinate and oversee city venue facility operations, maintenance, and/or security related to event production and activities .

### Distinguishing Characteristics

This class is distinguished from the Events Coordinator that performs full performance professional level work coordinating events and providing administrative support for events activities held in multiple venues. This class is distinguished from the Booking Specialist that performs advanced, full performance professional work booking a large volume of events into multiple City venues.

### Essential Duties

Serves as the Manager on Duty for events and coordinates and monitors the work of staff and contractors involved with the production of events or facility maintenance activities.

Plans the day-to-day technical operation and quality assurance of assigned areas of venue including security, facilities, trades, and ushers. Establishes show schedules. Performs pre-, show time, and post- operation duties.

Communicates and plans the logistical and technical specifications and requirements of event production and facility maintenance in preparation for event production . Ensures the necessary materials and equipment are available for scheduled events.

Prepares and provides detailed information for day of event production, including layout and deadlines, and implements changes. Informs employees and contractors, including ushers, facilities, security, concessions, stagehands, audio-visual, and trades of upcoming production needs.

Acts as a liaison with events staff and contractors, provides technical assistance related to specifications, productions, operations, and facility maintenance. Responds to unanticipated or emergency day of event changes using standard operating procedures for the venue.

Develops and maintains safety and security standards and manuals for employees and contractors including crowd management protocols. Develops procedures to ensure compliance.

Leads training sessions with events staff and contractors. Resolves problems encountered by event staff associated with the production of an event or facility maintenance activities.

Calculates production settlement at conclusion of show under terms of contract. Compiles and maintains files and documentation related to operating and labor costs and prepares purchase orders for all purchases as they relate to productions and theatrical projects.

Evaluates work upon completion of production event for adherence to guidelines, standards, and contracts.

Ensures and promotes positive guest relations at assigned venue. Follows up on guest feedback, including complex or unusual customer comments, feedback, complaints, or emergency situations.

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.

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.

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, and monitors progress and evaluates outcomes.

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

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.

### Knowledge & Skills

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

### Level of Supervision Exercised

By position, supervises two or more staff.

### Education Requirement

Bachelor's Degree in Business Administration, Arts Administration, Hospitality, Event Management, or a related field.

### Experience Requirement

Three (3) years of experience in event planning, production, or facility operations.

### 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

Subject to long irregular hours.

Subject to varying and unpredictable situations.

Subject to pressure for multiple calls, inquiries, and 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.):

Depth Perception: Ability to judge distances and space relationships.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Standing: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Walking: Ability to move or traverse from one location to another.

### Background Check Requirement

Criminal Check

Education Check

Employment Verification

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade: A-811**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**