



Office of Human Resources
Events Facilitator - CC2949
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General Statement of Duties

Responsible for assisting permit holders with private event rentals at various City venues as well as special occasions and public events in City parks. This position works closely with permit holders and serves as the day-of contact. Conducts walkthroughs and damage assessments, and is present the day of the event to ensure rules and regulations are followed and venue is in good condition at the end of the event.

Distinguishing Characteristics

This position is distinguished from Events Coordinator by the type and level of duties performed. An Events Coordinator performs full performance professional level work coordinating events and providing administrative support for events activities held in multiple venues.

Essential Duties

Conducts walkthroughs with permit holders to ensure their needs can be met.

Interprets, applies and explains regulations, policies and procedures to permit holders.

Responds to incoming phone calls and emails regarding customer inquiries/bookings.

Communicates and coordinates with internal and external stake holders.

Responds to event related emergencies and resolves issues if applicable or coordinates with supervisor to resolve the issues.

Approves site plans and race routes for special events.

Serves as the on-site, day of event contact for private events held at various City venues.

Oversees on site operations of events to ensure all rules, regulations, and permit contract agreements are followed.

Assesses damages and generates invoices to clients for damage charges.

Performs all other 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

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

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.

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.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Knowledge & Skills

None

Level of Supervision Exercised

None

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of customer service work in special events or related industry.

Education & Experience Equivalency

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

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

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.):

Accommodation: Ability to bring objects into focus.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

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

Reaching: Extending the hands and arms or other device in any direction.

Sitting: 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.

Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: C-615

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: