



City of Irving Job Description

Events Coordinator

FLSA Status:	EXEMPT	Job Department:	Arts & Culture
Job Code:	03261	Reports To (Job Title):	Patron Services Supervisor

PURPOSE

Manage and coordinate all administrative elements associated with events and activities taking place at and associated with the Irving Arts Center (IAC). Manage and evaluate front-of-house staff and coordinate with Patron Services Supervisor, Booking Coordinator and Theater Operations on event booking, event advance and client support services for all Irving Arts Center events. Serve as primary liaison to all client groups under contract and coordinate client needs and with other IAC staff as needed. Manage all aspects artist support and staffing for IAC sponsored events and programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Manage event activity and planning associated with patron and client services at the Irving Arts Center.
- Plan, coordinate and execute events according to the needs of our clients in a timely manner. Maintain constant communication with the client before and during their events.
- Provide the best service possible to every client, patron and vendor.
- Coordinate Events with clients and internal staff.
- Schedule Front of House (FOH) staff and provide adequate event coverage.
- Train and supervise FOH event staff during events.
- Keep reports, statistics and other needed historical information on all IAC events.
- Review all final itemized invoices reflecting actual event production costs.
- Participate in weekly operations and staff meetings and share necessary event information with appropriate departments.
- Develop and maintain a harmonious working relationship with all of the other departments.
- Hold regular meetings in coordination with the Patron Services Supervisor for communication, planning and training purposes.
- Participate in hiring an evaluation of FOH staff as required.
- Serve as Manager on Duty (MOD) for various facility events when required.
- Coordinate the training and development of volunteer ushers for rental client and IAC Sponsored events.
- Submit for approval annual expenditures budget in support of the administrative, events and patron support areas of operations.
- Coordinate hospitality for contracted IAC performers.
- Supervise the collection and booking of commissions for IAC clients selling merchandise at the IAC.
- Maintain and organize all supplies and inventory necessary for event and patron support.
- Research, review and recommend equipment, materials and supplies required to make an event successful.

- Communicate courteously and effectively with other employees, officials, vendors, contractors, client groups and the public.
- Train in box office for potential shift coverage and reporting for event support and event settlement.

OTHER DUTIES AND RESPONSIBILITIES

- May assist with coordination and set up needs for events.
- May assist in off-site events as IAC representative.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 10 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Will submit budget requests to supervisor for General House Expenditures of \$10,000-15,000

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- BA or BFA in Theater, Arts Business, Administration or 4 year college degree in related field of study.

EXPERIENCE

- Four (4) years of experience required as arts administrator, event coordinator, facility operations manager, production manager, business manager, or meeting planner or equivalent combination.
- Experience must demonstrate knowledge and ability to facilitate the special needs of corporate users, meeting planners and performing arts organizations; and, the ability to supervise support staff.

CERTIFICATES, LICENSES, REGISTRATIONS

- An Appropriate valid Texas driver's license may be required.

KNOWLEDGE OF

- House Management operations (beneficial)
- Ticket/Box Office operations (beneficial)
- Various facets of event production
- Customer Service: Principles and processes for providing customer and personal services including desire to help regardless of circumstance.
- Operation and support of children's camps and classes (beneficial)
- Office Software: Computer literacy in word processing and data manipulation software.

SKILLS AND ABILITIES IN

- Report Generation & Analysis: Analyzing statistical data and information for reporting purposes.
- Accuracy: Paying attention to detail in dealing with numbers, words, documents and ideas.
- Written and Oral Expression: Effectively communicating information and ideas in writing, as well as through speech, including when working with the public.
- Discretion: Maintaining confidentiality in performing duties.
- Networking & Community Engagement: Demonstrating skill in coordination, negotiation, and community interaction.
- Customer Service Orientation: Proactively demonstrating customer service skills.
- Task-Switching / Computer Proficiency: Multi-tasking efficiently, and working with a variety of software packages at the same time.
- Initiative & Self-Management: Acting as a "self-starter" and working effectively without constant close supervision. This includes the ability to make decisions.
- Observation and Task/Event Evaluation: Monitoring the progress of events.
- Schedule Flexibility: Working a varied, event-driven schedule, including evenings and weekends.
- Collaboration: Working effectively in a team environment to achieve goals.

GUIDANCE RECEIVED

Detailed Instructions and Standardized Procedures

Follows standard procedures and/or detailed instructions that apply to each task or assignment; situations that cannot be handled under standard operating procedures are referred to a supervisor or more senior position.

CONTACTS

Communicating crucial event information to external clients, as well as coordinating internal departments and front of house staff, is essential to this position.

EQUIPMENT AND PROPERTY

Computers, both desktop and mobile, telephone, printers and copiers, fax machines, mobile communication devices, city vehicle, signs and sign holders, rolling carts or dollies, stanchions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to grasp, handle, feel, listen, reach, see and/or sit. Frequently, s/he will carry, lift up to 30lbs., stand, walk and/or talk. S/he must occasionally pull, push, drive a vehicle and/or stoop. Finger dexterity to operate a computer keyboard is necessary.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Primarily inside in a climate-controlled environment. Outside occasionally; exposed to heat, cold, humidity, rain etc. Occasional off-site duties. Subject to working irregular work hours and varied work weeks including weekends and holidays.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.