

EVENTS COORDINATOR

DEFINITION OF WORK

Employees in this class perform professional events management functions by facilitating the smooth operations of events for promoters, artists, clients, and employees within the Crown Center Events Complex. Employees serve as the link between the promoter, artist, client representative and all internal sections of the Crown Center. This includes reconciling any security, facilities, electrical, sound, mechanical, staging, and artist needs as outlined in the event contract. Employees also serve as the Manager on Duty during events to include the supervision of part-time work for events and during events to aid fans and patrons with a successful event experience. Also, the Events Coordinator completes the settlement of events with each promoter/client who uses the facility. Employees receive guidance, direction, and supervision from the Events Services Manager.

EXAMPLES OF WORK

These positions are responsible for executing the booking contract for each event within the Crown Center Complex which may run simultaneously and the sequencing of work activities must meet the established timeframes. Once the contracts are signed, these employees work with the promoters and other facility staff to ensure a safe and efficient facility event. This requires working with grounds, security, local law enforcement, emergency medical, ushers, ticket takers, contractors and spokesperson(s) in executing the event plan. Employees meet with user groups to determine and agree upon needs in relationship to the facility capabilities; plan and evaluate crowd control, traffic patterns, security and patron services; prepare service orders; and research options for equipment, materials, and supplies needed for each event; and prepare event cost estimate; work closely with promoters, artists, law enforcement, emergency medical services, fire marshal and other local organizations to coordinate services to ensure group satisfaction; maintain frequent checks with clients before and during show to assure contract compliance and promoter satisfaction. This role includes serving as Manager on Duty during each event and the employee facilitates the needs of the patrons, promoters, artists, clients, and staff. Prior to and during the event, the employee prepares a pre-event checklist and conducts a pre-event walk-through and post-event evaluation for the facility; prepares and assigns work assignments for event personnel; conducts pre-event staffing; and deals quickly and efficiently with any problems that may arise during the event.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from an accredited four-year college or university with a Bachelor's degree in public relations or business administration and two years of demonstrated experience in event management in a similar situated entertainment venue such as the Crown Center Complex.; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Considerable knowledge of Cumberland County and of the Civic Center policies, regulations, procedures, and safety requirements. Knowledge of: the technical principles and practices of stage production and event operations and capabilities of the Cumberland County Civic Center; knowledge of administration of revenue generating financial procedures at the Civic Center. Ability to: prepare interpretive reports related to events and contract compliance; to coordinate the work of others in the pre-production, productions, and post production endeavors; to work effectively as a team member

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and coordinate work and efforts with others; to establish and maintain accurate files, checklists, and other related records; to prioritize work and demonstrate sound organizational skills; to establish and maintain effective working relationships with others employees, governmental and business officials, and general public; to communicate clearly, effectively, and concisely both orally and in writing and make effective presentations; to analyze problems and recommend practical solutions; to operate effectively without close supervision and exercise sound judgment and discretion; to deal courteously and tactfully with the public and clients.

SPECIAL REQUIREMENTS

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Employees are subject to hazards associated with working in inside and outside environments, in extreme hot and cold weather, with exposure to dirt, dust, loud noises, odors, pollen, machinery, toxic fumes, oils, gases, chemicals, electrical currents, or flammable liquids. Work subjects to intoxicate and/or upset patrols up to and including possible injury; employees must comply with OSHA safety standards, policies, and regulations.

PHYSICAL REQUIREMENTS

Must have ability to exert moderate physical effort typically involving some combination of standing and walking for long periods of time; climbing and balancing, stooping, kneeling, crouching, and crawling.

Must be able to lift, carry, push and/or pull objects and materials of moderate weight up to 50 pounds.

Must have ability to perform simple to complex movements requiring moderate coordination.

Must have visual perception and ability to discriminate colors.

Must be able to perceive and discriminate odors/sounds.

Cumberland County

July 2012