



City of Phoenix

Events Coordinator

Job Code:	27460	Job Function:	Civic Plaza
Salary Plan:	001	Grade:	051
FLSA:	Nonexempt	Labor Assign:	ASPTEA
Benefit Cat:	007	EEO-4:	Professionals
SOC:	13-1121.00	Last Revision:	April 2024

This description shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the examples of typical functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

DEFINITION:

The fundamental reason this classification exists is to coordinate client utilization of facilities at the Phoenix Convention Center, Symphony Hall, and Orpheum Theatre. This classification is responsible for liaison between clients, the public, and department management prior to and during events to ensure that facilities, equipment, physical setup and personnel provided meet the requirements of the event and the client's contractual agreements.

SUPERVISION RECEIVED/GIVEN:

Supervision is received from a Facility Coordinator or other supervisor.
Supervision is exercised over support personnel.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only):

- Directs the work of contract personnel including ushers, security guards, caterers and decorators, and functionally supervises all event support staff including setup crews
- Explains policies and procedures for use of Phoenix Convention Center, Symphony Hall, or Orpheum Theatre facilities to clients and the general public
- Advises clients and the public on setup options and types of materials needed to achieve desired results
- Calculates and provides clients all estimates of potential costs incurred in completing an event
- Resolves problems or complaints from tenants or the public in accordance with established policies and procedures
- Prepares checklists of lessee requirements for distribution to proper staff offices, such as accounting and booking
- Inputs, retrieves, and updates event setup information and produces event reports through a computerized event management system
- Finalizes lessee requirements including table arrangements and number and nature of support personnel needed, such as ushers, security guards, caterers, and decorators
- Ensures that setup of chairs, tables, stages, decorations or other equipment is in accordance with lease requirements and with safety standards and fire and health codes
- Coordinates front of house in theaters



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- Makes or arranges for last minute adjustments in room or equipment setup at the request of lessee
- Opens and secures facilities before and after events
- Takes beginning and ending inventory of concession items, such as souvenir programs, records, and posters and collects appropriate fees
- Writes event reports noting attendance, times, and significant problems
- Performs duties associated with final settlement of non-ticketed events, such as tabulating charges and preparing final invoices
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

REQUIRED KNOWLEDGE AND ABILITIES:

Knowledge of:

- Operating procedures of a large convention, theatrical, or other public use facility.
- Principles and practices of supervision.

Ability to:

- Direct and manage the work activities of multiple support staff groups and satisfy the contract requirements for multiple events occurring simultaneously.
- Communicate in the English language by phone or two-way radio and in person in a one-to-one or group setting.
- Draw and use graphic instructions such as maps, schedules, layouts, setup plans or other visual aids.
- Learn job-related material primarily through oral instruction and observation which takes place mainly in an on-the-job training setting.
- Comprehend and make inferences from written material.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Review or check the work products of others to ensure conformance to standards.
- Make basic arithmetic calculations (addition, subtraction, multiplication, division) rapidly and accurately, either manually or by using a calculator.
- Enter data into a computer terminal or other keyboard device.
- Remain in a standing position for extended periods of time.
- Work cooperatively with other City employees, clients, Civic Plaza management, and the general public.
- Work safely without presenting a direct threat to self or others.



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Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Employees in this classification work irregular hours, evenings, and weekends.
- Some positions will require the performance of other essential and marginal functions.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience in coordinating a variety of events and activities at a convention center, theater, hotel, or other large public use facility, including one year at a supervisory or lead level, and a bachelor's degree in business administration, theater, facility management or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.