

METROPOLITAN EXPOSITION RECREATION COMMISSION

Resolution No. 01-11

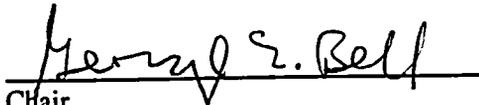
Approving additional position of Booking and Sales Coordinator.

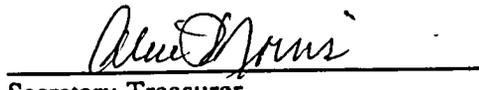
The Metropolitan Exposition Recreation Commission finds:

1. The Commission has the ability to approve new positions necessary to manage and administer the operations of its facilities.
2. The Commission currently has a position of Booking & Sales Coordinator in the operation of the Portland Center for the Performing Arts.
3. Due to an increased and expanded work load the Booking and Sales Department has need of additional personnel.
4. Metro Human Resources has concurred that the Booking and Sales Coordinator position is the appropriate classification for this position at a salary range of 45, \$38,147 - \$48,714.
5. That the current PCPA FY 2000-01 budget is sufficient to encompass the pay rate for the Booking & Sales Coordinator position at salary range 45.

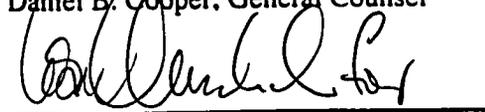
BE IT THEREFORE RESOLVED, that the Metropolitan Exposition Recreation Commission approves the additional position of Booking and Sales Coordinator, per the attached Job Description, Exhibit A, effective on approval of the Commission.

Passed by the Commission on April 18, 2001.


Chair


Secretary-Treasurer

Approved as to Form:
Daniel B. Cooper, General Counsel


By: Kathleen Pool, Sr. Assist. Counsel

MERC Staff Report

Agenda Items/Issues: Approving an additional Booking and Sales Coordinator Position for the Portland Center for the Performing Arts.

Resolution No.: 01-11

Presented by: Robyn Williams

Date: April 18, 2001

Background and Analysis: Brunish Hall was renovated and opened in February of 2000. It went from an unfinished rehearsal space to a fully outfitted multi-purpose space. While still the primary rehearsal space for Portland Center Stage, it has begun to attract a variety of users-from catered events and meetings to small performances and cabaret theater. Interest in its use has literally skyrocketed. Due to its flexible use and setup capabilities and its attractiveness as a low cost performance space for local performing groups with little to no experience in working in a professional theater, Brunish Hall has developed bookings and sales needs that the current staff of two find it difficult to meet. There is currently no booking & sales back-up when one of the two sales positions is out sick or on vacation. An additional sales person would also free up the sales manager to make sales calls to increase commercial catered events in all three facilities.

Additionally, the closing of the PCPA box office now requires that the Booking and Sales department work much more directly with lessees on their ticketing needs and in seeing that they comply with PCPA ticketing requirements and contracts. This position will also staff and supervise the part-time ticket sellers and supervisors that will continue to be used for day of show event sales. It is anticipated that this position will be opened to internal candidates only and filled by one of the box office staffers being laid off. For these reasons, staff is requesting the Commission to approve an additional Booking and Sales Coordinator position for PCPA.

Fiscal Impact: Staff anticipates that monies freed up by exiting full time box office employees will cover most or all of the costs of this position this fiscal year. While box office budget cuts and new revenue sources in the next fiscal year are expected to result in a positive cash flow to PCPA's fund balance and could cover the costs of this position in FY '02, staff anticipates that the ticket handling fees received from commercial events as well as new/additional catering business will provide a complete payback.

Recommendation: Staff recommends that the Metropolitan Exposition Recreation Commission approve the additional position of Booking and Sales Coordinator for PCPA. A job description is attached.

Metropolitan Exposition Recreation Commission

Job Code:	8051	Established:
Title:	Booking Coordinator	Revised: 4/01
Range:	045	EEO:
Bargaining Unit:	Non-represented	AA:
FLSA:	Exempt	

GENERAL STATEMENT OF DUTIES:

Coordinates the rental and booking of events at MERC facilities; and serves as liaison with MERC staff and potential clients. Coordinates and assists clients with setting up ticket sales for contracted events.

SUPERVISION RECEIVED:

Supervision is received from Sales & Marketing Manager (OCC) or Booking & Sales Manager (PCPA).

SUPERVISION EXERCISED:

May supervise part-time Ticket Sellers

EXAMPLES OF ESSENTIAL DUTIES:

An employee in this classification may perform any of the following duties. However, these examples do not include all of the specific tasks which an employee in this classification may be expected to perform.

- Initiates contact with existing and potential new customers through telephone solicitation and direct mailings. Generates revenue for MERC facilities through scheduling and booking a variety of events. Ensures compliance to facility policies and procedures.
- Represents MERC facilities to all potential clients; conducts facility tours; reviews and assesses facility requirements.
- Answers questions and provides information regarding facility services, building policies, security procedures, contractual requirements, settlement procedures and cost estimates; assists clients in finalizing booking arrangements.
- Coordinates the scheduling of performances with booking agencies, promoters and other sources of events.
- Estimate expenses of events including rental rates, insurance, labor costs, box office fees and other costs; initiates and prepares contracts for facility use.
- Serves as liaison between clients, ticket agencies and MERC Accounting Department.

- Works with clients regarding ticket sales procedures and policies, including presale arrangements, house scaling and settlement process.
- Schedules, trains and supervises part-time Ticket Supervisors and Ticket Sellers.
- Coordinates operational activities for ticket services including bank deposits and sales auditing.
- Screens client permit applications and other documents for compliance with established policies and procedures.
- Enters and maintains information in scheduling and booking documents; enters booking information into computer system.
- Prepares various reports on operations and activities, provides assistance and staff support to Manager.
- Serves as liaison with industry representatives, the general public and other MERC departments and divisions.
- Monitors on-sale dates and tracks ticket sales, will-call, and complimentary tickets of all contracted events. May verify event settlements and maintain financial records.
- Responds to inquiries and complaints and resolves issues.
- Manage special projects as assigned by Manager.
- Performs other related duties as assigned.

RECRUITING REQUIREMENTS:

KNOWLEDGE, SKILL, ABILITY

- Knowledge of events scheduling and booking procedures and ability to efficiently plan and organize facility events.
- Knowledge of operational characteristics, services and activities of ticketing systems and box offices.
- Knowledge of general characteristics of the music, entertainment and/or convention center industry.
- Knowledge of operations, services and activities of a convention center or a performing arts facility.
- Knowledge of procedures, methods and techniques of marketing and sales.
- Knowledge of customer service principles and applications.
- Ability to promote and sell facility services to potential clients; ability to schedule and book clients for an assigned facility.
- Knowledge and ability to supervise and train part-time staff.
- Knowledge of technical requirements for facility events.
- Knowledge of safety, building and fire codes.
- Knowledge of current office methods, procedures, computer equipment and related software.
- Knowledge of basic accounting principles and ability to maintain financial records.
- Ability to prepare contracts, correspondence and other documents.
- Ability to exercise discretion in resolving sensitive issues and working with diverse clientele.

- Ability to establish and maintain effective working relationships with clientele and MERC staff.
- Excellent verbal and written communication skills.

MENTAL AND PHYSICAL REQUIREMENTS:

Mental activity required by this job include frequent decision making, interpersonal skills, teamwork, creativity, customer service, use of discretion, presentations, problem analysis, negotiation skills and the ability to perform math and read, write, speak and understand English. Required physical activities can include frequent keyboard fingering, talking, repetitive motions of hands and wrists, sitting, hearing, handling and lifting and carrying objects under 20 pounds.

WORKING CONDITIONS

Work is performed primarily in an indoor environment. Employees in this classification may be exposed to toxic chemicals or materials normally found in an office setting, convention center or performing arts facility. Travel, evening meetings and extensive overtime may be required.

EXPERIENCE AND TRAINING:

Bachelor's degree from an accredited college or university with major course work in marketing, business administration or a related field and two years of increasingly responsible experience in scheduling events at a convention center or performing arts facility, experience in box office/ticket services; or any combination of experience and training which provides the knowledge, skill and ability required for successful performance of the essential job duties.

LICENSES:

Possession of, or ability to obtain, a current Cardio Pulmonary Resuscitation certificate.