

Classification description



Title: Event Coordinator
Job Code: 1520
Pay Range: 535
FLSA Status: Exempt - Administrative

Employee Group: Non-Represented
Established: 7/93
Revised: 9/03, 9/08, 4/14; 3/19/15
EEO Category: Officials/Administrators

DESCRIPTION

Manage and oversee specific logistical and technical aspects of major Oregon Zoo events, such as concerts, ZooLights and Rabbit Romp; and private events, such as ZooLaLa. Responsibilities include a variety of planning and implementation efforts; lead and supervisory responsibilities; vendor, contractor and internal services facilitation and oversight; supply and equipment needs; and safety.

Positions in this classification include:

- Event Coordinator – Logistics
- Event Coordinator – Technical Operations

DISTINGUISHING FEATURES

This is a single classification and is not part of any classification series.

DUTIES AND RESPONSIBILITIES

1. Provides strategic support, including input to the planning process for short- and long-term goals. Responsible for carrying out strategic initiatives.
2. Works with event directors, managers, supervisors, and outside clients to define budgets and scope of events.
3. Coordinates and manages projects with vendors, contractors and consultants. Develops RFPs, RFBs, technical specifications and contracts and budgets for needs, materials and services. Coordinates service and material purchases. Oversees provision and use of these items and services during events.
4. Coordinates event activities using a variety of software including the Zoo's event business management system (Ungerboeck), the Zoo's ticketing systems (Gateway and TicketFly), and various Microsoft Office and other programs.
5. Supervises and coordinates staff and volunteers by planning, organizing and coordinating workloads and assignments, including coaching and evaluating performance.
6. Coordinates efforts and activities with other internal work units and departments and with outside agencies and organizations, and contractors. Participates on, and/or leads various committees, meetings and workgroups.
7. Provides and ensures excellent customer service and a supportive and respectful environment. Investigates and resolves requests and concerns. Supports survey development and use to obtain timely, relevant feedback for continuous event improvement.
8. Completes assigned paperwork and reports in a timely and accurate manner and maintains computerized and hard copy records and files for business needs and archiving requirements.

9. Develops and maintains procedures, standards and processes.
10. Supports the Zoo's public safety division and overall response for emergency management; responds to and handles or supports emergency situations.
11. Ensures compliance with policies, procedures, codes, ordinances, regulations, and other requirements, including but not limited to OSHA.

Event Coordinator – Logistics

In addition to the classification duties and responsibilities, the Event Coordinator – Logistics is specifically responsible for:

1. Plans, coordinates and oversees all logistical aspects, ensuring the events are successful for both the Zoo and attendees. Activities include guest access/parking, ticketing and admissions, event set-up, custodial, maintenance, security, safety, medical services, guest queuing, food services, catering, guest egress and event breakdown.
2. Leads weekly Major Events meeting. Ensures all assignments are delegated and coordinated.
3. Prepares event-related documents, including production and event schedule, service and utilities orders, staffing requests, diagrams, floor plans, etc.; calculates estimates, billing statements and purchase orders; ensures events have all applicable insurance and permits. Develops RFPs and RFBs as needed. Oversees event contracts, which may include production services and materials.
4. Works as 'front of house' manager during events directing/coordinating staff, volunteers, and vendors.
5. Reviews service delivery and financial outcomes; adjusts events and activities to optimize either financial returns and/or the guest experience for future events.
6. Prepares and reconciles event settlements within established guidelines and timeframes.
7. Oversees financial and labor usage records of events for accuracy.
8. Liaise with the Oregon Zoo Foundation for events.

Event Coordinator – Technical Operations

In addition to the classification duties and responsibilities, the Event Coordinator – Technical Operations is specifically responsible for:

1. Produces and manages the design and technical aspects such as lighting, sound, decorations, temporary shelters and furniture.
2. Manages and participates in event construction, set-up and break-down, including extensive coordination with various Zoo departments, employees and volunteers.
3. Maintains lighting, sound and other technical equipment during events, and ensures accurate financial and labor usage records of events.
4. Assists with material, supply and equipment needs, including surplus and proper storage. Ensures event equipment is maintained, in working order and returned to designated areas and prepared for next use.
5. Responds to facility and equipment problems and safety issues; arranges for repairs.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience

Event Coordinator – Logistics

- Five years' experience in supervising, overseeing and producing major events with at least one major event/program generating \$1 million of direct gross revenues and
- Broad knowledge of event planning and practical aspects of budgeting, event management, set-up, coordination and breakdown or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

Event Coordinator – Technical Operations

- Five years' experience in supervising and coordinating event and set design, construction and production, including lighting and sound, and
- Formal or Technical education and training in theatrical event production, construction, set design and lighting, and
- Broad knowledge of event planning and the technical and practical aspects of event design, management, construction, set-up, breakdown, lighting and coordination, and
- Experience operating and maintaining hand and power tools, or

- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

SPECIAL QUALIFICATIONS

The following certifications or licenses may be required depending on assigned responsibilities. Examples include, but are not limited to:

- Driver's License
- First Aid/CPR

Knowledge, Skills and Abilities

(NOTE: Unless specifically noted, the level of the specified skills will vary based on the level the job is assigned to in this series.)

- Business and staff supervision, including:
 - planning and organizing work activities
 - recruitment, training and motivating staff and volunteers
 - ability to effectively supervise staff and work unit activities
 - maintain accurate and complete business records
 - coordinate work activities with others who have different priorities
 - independently resolve business and client issues and concerns
- Budgeting methods and principles, including cash/revenue management
- Principles and practices, and the legal requirements, regulations, and laws applicable to area of assigned responsibility
- Use computer-based operating systems, and Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and Adobe Professional
- Enterprise Resource Management software (Ungerboeck and PeopleSoft applications – preferred)
- Communicate, gather data and generate reports; and learn new software, including on-going maintenance and administration
- Some assignments may include skill with mechanical and/or specialized equipment
- Decision making in a fast-paced environment, discretion, problem analysis and resolution, and independent judgment
- Interpersonal and customer service skills and teamwork
- Creativity and negotiation skills
- Presentation and persuasion skills
- Training and supervisory skills
- Understand and apply basic math
- Read, speak and write the English language
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability

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- Work in a safe manner and follow safety policies, practices and procedures
 - Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

SUPERVISION EXERCISED

RELATIONSHIPS/CONTACTS

Inside the organization, coordinates Zoo events with most areas and all levels of staff. Outside the organization, works and coordinates with event vendors and service providers.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Standard office equipment is used

WORK ENVIRONMENT

Duties are performed both outdoors and indoors. Hazards include those associated with construction tools, materials and equipment including climbing ladders and working in confined spaces and with high voltage electricity.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.