



Clay Center

Events Coordinator

Department: 1112

FLSA Status: Exempt

Grade/Level:

Work Schedule:

Variable. Contingent upon events calendar. Evenings, weekends, and holidays required.

Job Status: Full Time

Reports To: Sales Manager

Amount of Travel Required: No travel required

Positions Supervised:

None

POSITION SUMMARY

The Clay Center Events Coordinator is responsible for staffing and executing day, evening, weekend, and holiday rental events and managing day-to-day operations associated with all events, including the facility calendar.

ESSENTIAL FUNCTIONS

Essential Functions Statement(s)

- Manage event calendar and related tasks, establishing and maintaining effective communication, coordination and working relations with internal Clay Center personnel and external clients in relation to event scheduling and needs.
- Resolve conflicts and issues related to availability/scheduling of event facilities and resources.
- Define internal and rental event structure: duration, schedule of activities, number of participants, spaces required, and resources (AV, staffing, parking, etc.) required to support and successfully execute rental and internal events and activities at the Clay Center.
- Analyze and prepare organization, communications, resources, controls, and documentation required to successfully execute rental events.
- Manage logistical aspects of rental events to ensure all areas and resources are maintained during events.
- Manage multiple events and future events simultaneously while maintaining highest level of client satisfaction.
- Exercise sound and seasoned decision making with little or no supervision.
- Provide solutions and implement procedures to improve efficiencies in event processes.
- Maintain and communicate accurate event production/setup requirements and rental event information on an ongoing basis to housekeeping, IT, stage, security, building management, parking, ticketing, and reception personnel.
- Advise rental client on space, setup options, services and available resources (tables, chairs, AV equipment, etc.) for which the Clay Center can provide.
- Possess a thorough knowledge of the facility's operations, policies, and procedures and effectively communicate these to external rental clients.
- Calculate rental charges and provide clients with estimates of all potential costs associated with events, updating EMS with accurate client final charges.
- Provide accurate rental invoices to external clients and Clay Center accounting personnel.

- Process and collect rental deposits and rental payments.
- Manage all event master files from contract execution through event conclusion.
- Manage and process all in-house event requests for space and AV needs, confirming request(s) or notifying internal staff immediately of any conflicts, adding request(s) to master file upon successful completion.
- Maintain event related information and required departmental reporting utilizing the EMS software.
- Coordinate facility security for events.
- Opening or securing facility before or after events as required.
- Ensure rental event areas are cleaned and restored to normal order after an event is complete.
- Adept at making sound decisions for which there are no written procedures.
- Maintain budget(s) and meet established rental goals.
- Promote facility rentals including contacting and marketing to past and potential clients, Clay Center constituents, organizations, associations, event planners, social networking, etc. as the event schedule allows.
- Work with marketing team to coordinate rental advertising opportunities, website updates, and marketing materials/services.
- Work closely with the Sales Manager in identifying potential rental opportunities and cross promote museum and performance activities in conjunction with Clay Center rental events.
- Other duties as assigned.

POSITION QUALIFICATIONS

Competency Statement(s)

- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Sales Ability - Ability to use appropriate interpersonal styles and communication methods to gain acceptance of a product, service, or idea.
- Tactful - Ability to show consideration for and maintain good relations with others.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Creative - Ability to think in such a way as to produce a new concept or idea.

SKILLS & ABILITIES

Education : Bachelor's Degree (four year college or university)

Experience : • Bachelor's degree preferred, or equivalent work experience • Specialized knowledge in contracting, organizing and managing all logistical aspects of meetings and/or special events; 2+ years experience preferred • Project planning experience - ability to understand scope, create timelines and deliver on time

Computer Skills

Demonstrated computer skills, including proficiency with Access, Excel, Word, and event management

software.

Certificates & Licenses

Bachelor's Degree (four year college or university), preferred but not required. Relevant experience may be substituted for education.

Other Requirements

- Ability to manage multiple projects and events concurrently
- Ability to work in a fast paced environment that has frequently changing requirements
- Ability to develop approaches and find solutions to meet client needs while under pressure
- Excellent customer service skills
- Excellent follow-up, time management and organizational skills
- Excellent written and oral communications skills and professional manner
- Strong analytical skills
- Attention to detail
- Ability to work independently and without supervision
- Ability to work under pressure
- Excellent computer skills
- Solutions & results oriented
- Work independently and under deadlines
- Work flexible schedules and extended hours to meet clients' and facility needs

PHYSICAL DEMANDS

Physical Demands		Lift/Carry	
Stand	F (Frequently)	10 lbs or less	F (Frequently)
Walk	F (Frequently)	11-20 lbs	F (Frequently)
Sit	F (Frequently)	21-50 lbs	O (Occasionally)
Handling / Fingering	O (Occasionally)	51-100 lbs	O (Occasionally)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	Push/Pull	
Climb	O (Occasionally)	12 lbs or less	F (Frequently)
Crawl	O (Occasionally)	13-25 lbs	F (Frequently)
Squat or Kneel	O (Occasionally)	26-40 lbs	O (Occasionally)
Bend	O (Occasionally)	41-100 lbs	O (Occasionally)

- N (Not Applicable) Activity is not applicable to this occupation.
- O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Other Physical Requirements

WORK ENVIRONMENT

Indoor climate controlled work environment.

Prepared by: _____ Date: _____

Approval Signature: _____ Date: _____

Approval: _____

Approval: _____

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.