

City of San José
CLASS SPECIFICATION

Title: Senior Events Coordinator (6336)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Varies	Exempt

CLASS SUMMARY

Plans, coordinates and manages multiple events at downtown City streets and other related City facilities or outside areas, including the most complex and difficult coordination for very large events and/or events that are considered high profile, political or diplomatic in nature. May also plan and coordinate certain short-term events on private property (such as shopping malls, schools or corporation parking lots). Acts as the liaison between the event organizers and any government agency or other entity required to coordinate events. Oversees a variety of activities related to event planning and coordination including policy development, computer systems management and special research projects. May lead or supervise Events Coordinators and other related staff or perform as an individual contributor.

DISTINGUISHING CHARACTERISTICS

This class is the highest level in the Event Coordinator Series that involves the most difficult and complex events and assignments. An incumbent in this class may supervise or lead others in the lower level Event Coordinator classes of Event Coordinator I and Event Coordinator II. This class differs from the Event Coordinator II in that the latter does not independently plan and coordinate the most complex events that are high profile, political or diplomatic in nature and does not oversee the same breadth of activities related to event coordination. In addition, Senior Events Coordinators have extensive interaction with domestic and international officials, community leaders, elected officials and senior management within City of San José departments.

QUALIFICATIONS

Minimum Qualifications

Education

A Bachelor's degree from an accredited college or university in business, public administration, or a related field.

Experience

Four (4) years of coordinating a variety of events in a large cultural, convention or entertainment facility, of which one (1) year must have been at a level equivalent to the level of Events Coordinator II with the City of San José.

Acceptable Substitution

Additional related experience coordinating events at the level equivalent to a Recreation Program Specialist or Community Coordinator with the City of San José, may be substituted for the education requirement on a year-for-year basis.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

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- Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork and Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Conflict Management - Uses appropriate interpersonal styles and methods to reduce tension or conflict between two or more people, by presenting the facts, analysis, and conclusions or solutions that show command of content and perspectives and interests of the audience.
- Customer Service - Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- Problem Solving - Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Leadership - Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational supports and direction.
- Planning - Acts to align own unit's goals with the strategic direction of the organization; defines tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.
- Flexibility - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Initiative - Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.

Additional Competencies and/or Desirable Qualifications

(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)

Knowledge of:

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- Planning and coordinating services for a variety of trade, business, educational, non-profit, theatrical, entertainment, industrial events and programs.
- Current crowd management.
- Physical environments and facilities.
- Basic budget preparation procedures and techniques
- Outdoor theatrical and event staging requirements.
- Applicable laws, rules and regulations, such as safety, security and public assembly regulations.
- Program development techniques.
- Marketing principles.
- Audiovisual systems.
- Lighting systems.
- Stage equipment: terminology, use and operation.

Ability to:

- Negotiate and administer contractual agreements.
- Meet and work successfully with performing artists, promoters, stage managers, and the general public.
- Ability to prepare detailed reports and financial statements.
- Ability to calculate and interpret various information and data

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Plans and coordinates multiple events, including the most complex and difficult coordination for very large events and/or events that are considered high profile, political or diplomatic in nature. Performs all duties related to coordination of a specific event and performs any other related activities similar in nature to Event Coordinator I and II.	Daily
2.	Oversees the planning of events assigned to other Event Coordinators to ensure successful events. Provides guidance to others on solving problems and resolving conflicts.	Daily
3.	Coordinates work produced by outside unions, contractors and City staff to assure on-time performance and quality of work.	Weekly
4.	Investigates complaints and grievances by clients, unions, contractors and City staff. Mediates and resolves problems as they arise; identifies causes and patterns of problems as they relate to day-to-day operation and event management.	As Required
5.	Develops and implements policies, procedures and practices.	Monthly
6.	Keeps abreast of current and innovative practices in event planning and recommends changes in technology or standards in order to improve efficiency, client satisfaction, revenue (if applicable), etc.	As Required
7.	Plans and directs research projects related to event coordination, administration and promotion, and prepares recommendations for management.	Monthly

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DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
8.	May oversee a variety of activities related to event coordination or administration, such as maintaining and managing software programs; coordinating budgets, revenue projections and revenue analysis; auditing billing practices; developing and maintaining a contractor referral system for city staff, patrons, clients and the general public; coordinating marketing, promotion and advertising principles.	Weekly
9.	Keeps abreast of current and innovative practices in event planning and recommends changes in technology or standards in order to improve efficiency, client satisfaction, revenue (if applicable), etc.	Weekly
10.	May act as a lead or supervise day-to-day operations of an event coordination work group. Prioritizes and assigns work, conducts performance evaluations, ensures staff are trained; and makes hiring, promotion, termination and disciplinary recommendations, and any other recommendations related to the change in status of employees.	Daily
11.	Performs other related work as required.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

x	Climbing		Kneeling		Crawling
	Balancing		Lifting		Reaching
	Stooping	x	Fingering	x	Standing
x	Talking		Grasping	x	Walking
x	Hearing		Feeling		Pushing
	Crouching				

 X *Medium Work*: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

CLASSIFICATION HISTORY Revised 11/03; s001; Downtown Promo & Events Officer (6315) consolidated with Sr. Events Coordinator classification; Rev. 03/22; s002