



Career Service Authority

Booking Coordinator

Page 1 of 5

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance professional level work scheduling tenants for events and booking events into city facilities.

DISTINGUISHING CHARACTERISTICS

This class is performs full performance professional level work scheduling tenants for events and booking events into city facilities. This class is distinguished from an Events Coordinator that performs full performance professional level work coordinating events and providing administrative support for events activities held in multiple venues. The Booking Coordinator is distinguished from the Special Events Coordinator that performs full performance professional level work coordinating cultural and/or special events, maintaining an accurate calendar of special events including unanticipated, large special civic events such as the Super Bowl championship and Stanley Cup involving the participation of multiple city agencies and/or contracted assistance, and participating in the Mayor's Interagency Events Task- Force.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgement are required within the parameters of the job function.

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Books events into entertainment and/or other facilities.

Provides information to prospective clients concerning facility availability, rules and regulations, and contract language and coordinates facility usage for all tenants.

Generates event cost estimates, performs a detailed walk-through of event schedule and/or facility usage, and responds to technical inquiries to assist clients.

Prepares monthly calendar of scheduled events and tentative hold reports using the official scheduling book and responds to inquiries regarding scheduled events.

Compiles information and generates reports containing quarterly and monthly statistical information and composes correspondence related to policies and procedures.

Assists with creative and mechanical aspects of advertising and placement of advertisements in national trades publications.

Maintains the events booking database, creates periodic event calendars for the public and venue management, and creates and updates periodic availability spreadsheet to be used by promoters.

Maintains event contract documents and client information files for use in possible legal/liability actions.

Monitors revenues by assignment of rental fees for city facilities and prepares financial reports.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledge & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Writing – Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

Self-Management – Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Creative Thinking – Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.

Technology Application – Uses machines, tools, instruments, or equipment effectively and utilizes computers and computer applications to analyze and communicate information in the appropriate format.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems in order to satisfy expectations, knows products and services, and is committed to providing quality products and services.

Flexibility – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Memory – Recalls information that has been presented previously.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Communications and Media – Knowledge of the production, communication, and dissemination of information and ideas to inform and entertain via written, oral, and visual media.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirement, determines short- or long-term goals and strategies to achieve them, coordinates with other organizations or parts of the organization, monitors progress, and evaluates outcomes.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish organizational goals, and causes change.

Flexibility – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and effectively deals with ambiguity.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills and uses training, feedback, or other opportunities for self-learning and development.

Arithmetic – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Perceptual Speed – Quickly and accurately sees detail in words, numbers, pictures, and graphs.

Knowledge of marketing principles and practices sufficient to be able to assist with the preparation and placement of advertisements as required.

Physical Demands:

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near acuity: ability to see clearly at 20 inches or less.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Pressure due to multiple calls and inquiries.

Subject to long irregular hours.
Subject to many interruptions.

Education Requirement:

Baccalaureate Degree in Communications, Business Administration, Marketing, or a related field.

Experience Requirement:

Three years of experience assisting with event planning, event production, or facility management.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 04/08/2007

REVISED BY: Patricia Anderson

CLASS HISTORY

Revised existing class specification. 4/1/2007- The class title has been changed from Theaters and Arenas Booking Coordinator to Booking Coordinator. This title changes enables other city department and agencies to use this class. Additionally, the Education Requirement was changed to require a baccalaureate degree rather than an associate degree. This makes the Booking Coordinator consistent with other closely related classes in the Art, Design, Recreation, Media, and Entertainment Occupational Group.