



Career Service Authority

Page 1 of 5

Booking Specialist

GENERAL STATEMENT OF CLASS DUTIES

Performs advanced, full performance professional work booking a large volume of events into multiple City venues. Routinely exercises delegated authority to negotiate prices, refine specific contract language and determine specific contractual conditions. Administers event booking processes from first client contacts to final contractual agreements.

DISTINGUISHING CHARACTERISTICS

This class performs advanced, full performance level professional work booking a high volume of events into multiple City venues. It is distinguished from *Booking Coordinator* by its delegated authority to regularly negotiate prices, determine specific contractual terms and conditions and administer a large volume of booking processes from initial client contacts to final contractual agreements. *Booking Specialist* and *Booking Coordinator* are distinguished from both *Events Coordinator* and *Special Events Coordinator*. These classes do not have event booking or scheduling responsibilities. *Booking Coordinator* is also distinguished by the following factors:

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories and concrete factors to be evaluated and weighed, requiring a high degree of analytical ability, and independent judgment and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied and simultaneous coordination of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

Level of Supervision Exercised:

By position, performs full supervision over clerical/technical and/or leadwork over professional staff.

ESSENTIAL DUTIES

Administers the event booking and scheduling functions for a department or division of a large charter department including direct performance or oversight of event booking processes.

Administers end-to-end event booking processes from first client contacts to final contractual agreements. Serves as administrator of booking and event management application software, controls user access and provides user instructions and training.

Conducts event pricing negotiations that are guided but not controlled by the booking function's price book, related policies and historical practices.

Searches historical agreements and considerations provided by other venues to potential customers.

Originates and revises contracts and contractual criteria; verifies all stipulated contractual agreements; and approves and ensures the timely issuance of contracts.

Refines specific contract language and determines specific contractual conditions within limits approved by the City Attorney.

Directly estimates and/or requests others to provide estimates of the labor costs and other associated costs of prospective events.

Maintains contacts with agencies that represent booking customers and provides them with periodic updates concerning the availability of events venues.

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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.

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.

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

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

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

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.

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.

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

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

Skill in coordinating and scheduling activities related to the work assignment.

Skill in ensuring department compliance with legal requirements.

Skill in estimating costs related to the work assignment.

Skill in establishing and maintaining effective working relationships with employees, various representatives of public or private entities, policy making bodies, and the public.

Skill in utilizing the principles and practices of effective and persuasive communications to elicit information, negotiate problem resolution, and/or garner support for various programs or policies.

Skill in developing contracts specific to the field.

Skill in filling out forms and completing paperwork related to the work assignment.

Skill in reviewing and analyzing information and formulating logical recommendations.

Skill in exercising initiative, judgment and decision making in solving problems and meeting organizational objectives.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Skill in developing and implementing policies and procedures related to the work assignment.

Knowledge of addition, subtraction, multiplication, and of whole numbers and fractions sufficient to be able to compute rates and percentages.

Skill in researching and compiling information common to the field.

Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of unprecedented and problematic situations.

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, Accounting, Marketing, or a related field.

Experience Requirement:

Three years of experience booking and scheduling events for an entertainment and/or sports facility.

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: 07/08/2007
ESTABLISHED BY: Paul Wiberg
REVISED DATE:
REVISED BY:

CLASS HISTORY:

Essential duties described in this class specification were formerly assigned to *Theatres and Arenas Business Manager*. That class has been abolished.