

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

CLASS SPECIFICATION

5-30-02 EVENT SERVICES COORDINATOR, 9631

Summary of Duties: Coordinates in providing facilities, services and equipment for clients at the Los Angeles Convention and Exhibition Center; and does related work.

Distinguishing Features: Employees of this class are responsible for determining and meeting the needs of Convention Center clients in terms of facilities, services and equipment available at the Convention Center and from other local sources. These duties typically involve conferring with event managers, estimating needed facilities, services and equipment and contacting appropriate Convention Center personnel or outside firms to insure that these items are provided at the proper time. These responsibilities require arranging for a wide variety of diverse services for several clients sharing space at the Convention Center, often on short notice.

Normally an employee will advance to positions which require performance of the relatively more difficult or larger shows (events) working independently. An Event Services Coordinator may perform more responsible services related to major trade shows, convention and consumer shows, and may be required to assist the Event Services Manager in maintaining liaison and providing services for managers of major events. An Event Services Coordinator may provide supervisory review of other Event Services Coordinators and Event Services staff, through directing, planning and scheduling of assignments, and may assist the Division Head as needed. An Event Services Coordinator normally has several such assignments at any particular time.

Examples of Duties: An Event Services Coordinator:

- Coordinates facilities, services and equipment for managers of major events at the Convention Center;
- Performs liaison functions between the Convention Center and clients in providing services for major events;
- Confers with clients in order to determine their requirements such as use of building, facilities and equipment;
- Contacts appropriate Convention Center unit supervisors in order to arrange for and obtain requested equipment and services;
- Schedules and coordinates the provision of exhibition space, offices, meeting rooms, mass dining facilities, service contractors and City agencies to provide required equipment and services for event managers;
- Interprets and explains contract provisions to clients and determines appropriate costs for services following established rates and operating policies;
- Prepares service memos on meeting rooms and hall events;
- Reviews insurance forms, equipment requests, floor plan requests and other

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- supporting documentation;
- Coordinates with food and beverage personnel on client food requirements;
- Checks meeting rooms and hall events to be sure of correct physical set-up, presence of requested equipment, etc;
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- Prepares final invoice and follows up to ensure that client pays for services invoiced;
- Prepares daily event reports, compiles attendance figures, and prepares other related reports;
- Performs routine administrative duties such as preparation of work schedules, bi-weekly event schedules, and new or revised service procedures for review and approval by the Event Services Manager;
- May function as building duty officer at night and on weekends in the absence of more senior staff;
- Facilitates meetings between clients and vendors to plan and coordinate activities among groups prior to events;
- Provides information about outside contractors where necessary;
- May attend several national trade and convention management meetings annually; and
- Maintains on-going liaison with outside contractors such as decorators, drayage, security and audio-visual technicians to keep them apprised of building policies and to insure smooth working relationships between them and the Convention Center.

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: An Event Services Coordinator must have the following knowledge and abilities:

Knowledge of:

- The methods and operations of providing facilities, services and equipment at a large convention and exhibition center;
- The typical facilities, services and equipment requirements for a variety of convention center events;
- The marketing and sales promotion principles, practices and procedures relating to Convention Center facilities and services;
- Record keeping and other financial control methods such as those used in determining services and equipment costs for billing Convention Center customers; and
- The types of groups, organizations and associations which would use large accommodations and attractions in the Southern California area.

Ability to:

- Deal effectively with clients, other employees, vendors and contractors;
- Coordinate and schedule deliveries, facilities and equipment setups in

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- conjunction with events;
- Read and understand the basic terms of a contract in order to explain terms and provisions to clients;
- Handle multiple tasks simultaneously;
- Maintain records and prepare reports, emails and memos; and
- Estimate the needs of Convention Center users for facilities, services and equipment.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to person's limitations.

Minimum Requirements:

1. Graduation from a recognized four-year college or university and six months of full-time paid experience dealing directly with clients in the coordination of events in a convention center, conference center or hotel; or
2. Five years of full-time paid experience in a class at least at the level of Senior Clerk Typist in a public assembly facility such as a convention center or arena, dealing directly with clients, contractors or the public in all of the following areas: coordinating client use of facility, resolving client issues and complaints, and interfacing with internal Convention Center divisions to serve client needs.

Additional full-time paid experience as described in Requirement #1 may be substituted on a year for year basis for a maximum of two years for the required education.

License: A valid California driver's license is required.

Physical Requirements: Strength to perform average lifting up to 5 pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.