



FACILITY EVENTS SUPERVISOR

Department: **Administration**

Status: **Non-Exempt**

GENERAL PURPOSE: Under general supervision, monitors events in Event Center to ensure a professional presence at the facility and satisfaction for clients, guests and vendors.

PRIMARY DUTIES AND RESPONSIBILITIES:

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional position-specific duties.

- Serves as a primary contact during event(s) between the clients and guests and the Event Center to ensure facilities, equipment, physical setup, and labor provided meet the requirements of event and contractual agreements within the constraints of safety, health, and fire code standards.
- Assists clients with services and features in the Center, including by not limited to: objects such as sound, general lighting, audio visual equipment, parking, loading areas, wheelchair accessible entrances/exits; and of services that are available through outside contractors.
- Greets clients and guests upon arrival in a friendly and professional manner.
- Monitors events to ensure guest and vendor safety, client requests are delivered and to ensure City policies have been followed.
- Performs administrative support functions to maintain facility and system operations; provides customer service support in Center office, over the phone, electronically and by leading tours of the facility.
- Lead projects as assigned, such as cause-related marketing and special events
- Responsible for coordinating and negotiating both local and outer market events
- Promote the organizations values, vision, and direction
- Be familiar with Floresville's history, hotels, and restaurants, etc.
- Monitor, create and maintain administrative files.
- Performs other duties as assigned, departmental duties will vary with day to day operations.

MINIMUM QUALIFICATIONS:**Education and Experience:**

- High School diploma or GED equivalent AND 1-2 years' experience in a public facility or other service-focused hospitality position OR and equivalent combination of the education and experience.

Required License or Certifications:

- A valid Texas Driver's License.
- TABC certified or willing to obtain TABC certification

Required Knowledge of:

- Characteristics of a public event facility, service methods and event execution.
- Methods for delivering excellent customer service.
- Word , Excel, and social media networks
- Tax Code 351 – Hotel Occupancy Tax Revenue Usage

Required Skill in:

- Effective communication skills, both verbal and written for positive relationships with clients, guests, City employees, citizens, external agencies, vendors and general public.
- Assessing and prioritizing multiple tasks, projects, demands, and events.
- Strong creative, strategic, analytical, organizational and personal sales skills

Physical Demands / Work Environment:

- Work is performed in a public facility; indoors and outdoors in all weather conditions.
- Must be able to work weekdays, weekends and holidays on any assigned shift; work is intermittent and scheduled based on event and office needs. Hours of work per week may vary depending on assigned duties. May be required to work immediately before, during or after an emergency or disaster.