

FACILITY RENTAL COORDINATOR

Position Code: 1605

WC Code: 8810

FLSA Status: Non-Exempt

Pay Grade: 350

Location: Recreation

Approval Date: 2019

General Statement of Duties

Performs responsible journey-level administrative, secretarial, and clerical support work for a department. Processes purchase orders and makes certain that the facility's bills are processed in a timely fashion. This position is also responsible for the facility rental process.

Distinguishing Features of the Class

Employees in this class perform a variety of administrative, secretarial, and record keeping duties requiring independent initiative. Work requires that employees establish and maintain office filing and data base systems, and organize information flow for customer service and staff usage. Secretarial, clerical, and record keeping duties are considered at the journey level and require tact and discretion in handling public information matters in the program areas. Work requires knowledge of departmental operations in order that the role may perform effectively and serve as backup and at a competent level in several roles. Work requires independence, self-initiative, and program knowledge. Work will require the employee to be flexible and make every effort to increase the bookings of the facility. This position will play an integral part in increasing the revenues of The Charles Mack Citizen Center. Precedent setting situations are referred to higher level supervisors. Guides may include a variety of written manuals, sales processes and instructions, as well as oral instructions. Sound judgment is required in performing the tasks. Work is performed under regular supervision and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities

Responding to rental inquiries in a timely, effective and proactive manner and following up with interested renters to book rentals, scheduling and providing venue tours with potential clients.

Following up with potential leads via a tracking software like Salesforce.

Charged with growing and increasing the revenue stream for this area of the organization, this position reports to the Venue and Events Manager and will require some onsite evenings and weekend work.

Works with the in-house caterer and its staff to assist them with securing bookings that include catering.

Renter and vendor contract and document administration.

Providing one-on-one coordination meetings with renters prior to their rental (varies according to rental package).

Working with the Events Services Crew Leaders to ensure rental setup is completed in a timely manner, assisting during set-up/clean-up as needed

Screens calls and inquiries; secures and gives information; handles public requests for services or information; provides information concerning policies, guidelines, etc.

Receives and greets visitors; gives information concerning visitors' needs; handles routine requests independently.

Secures information via telephone or personal contact; selects appropriate materials to answer questions; coordinates various schedules for persons and space; transmits information broadly in written and verbal form to coordinate program activities and events; coordinates program activity and meeting preparations.

Drafts and types correspondence, memoranda, notes, reports or other materials using automated word processing systems; reviews work for compliance with instructions, spelling, punctuation and basic grammar; proofreads final proof of materials.

Reviews and verifies records and reports for correct information; processes documents based on review and verification; files and retrieves materials based on limited information and performs periodic follow-up activities.

Requests information using standardized forms; create forms when needed; compiles information requiring the selection of data from established records or reports.

Screens and routes materials according to content of communications; may do research or pull related materials from files.

Maintains data bases, activities records, budget line item activities, and files; initiates appropriate follow-up or further action based on the status of office factitively.

Collect fees, fines, or other payments related to program activities; maintains records and receipt for accounting of cash.

Performs other duties as requested.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Excellent customer service skills that will be supported by regular customer service training.

Considerable knowledge of office practices and procedures.

Extensive knowledge of coding and payment processing of vendor invoices for the Charles Mack Citizen Center. Invoices must be processed in a timely fashion.

Considerable knowledge and ability to use correct grammar, vocabulary, and spelling.

Considerable knowledge of office automation equipment and software including word processing, data base management, and spreadsheets.

Working knowledge of arithmetic and its uses in general office work.

Ability to communicate effectively in person and by telephone.

Ability to gather and give basic information and instructions on departmental programs based on inquiries.

Ability to be tactful and courteous.

Ability to gather and compile materials from a variety of sources.

Ability to operate any office machines required by the position such as word processor, typewriter, calculator, CRT, or other equipment.

Ability to enter data, key or type at the speed required by the department.

Ability to use judgment in organizing and establishing formats.

Ability to record information and balance figures.

Ability to compile information based on general instructions.

Ability to arrange and place records, reports and files into proper sequence.

Must be able to multi-task in an active, dynamic, environment, return all emails and phone calls in a timely manner and work well in a team atmosphere.

Must be resourceful and effective.

Self-disciplined and able to keep calm while under pressure.

Motivation for sales, closing contracts and prospecting.

Ability to organize and manage client payments, deposits and receipts according to university procedures and policy.

Ability to establish and maintain effective working relationships with the general public, supervisors, and employees.

Ability to help Venue and Events Manager meet the rental goals established by the Parks and Recreation Director.

Considerable sales, hospitality and events management experience preferred.

Must be flexible when working with fellow staff members, in-house caterer and customers.

Physical Requirements

Must be able to physically perform the basic life operational support functions of standing, walking, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to compile and compute data and statistics operate a computer terminal, proof read materials and do extensive reading.

Minimum Education and Experience

Associate's Degree in business administration from an accredited community college and three to five years of sales, hospitality, event/project management and administrative experience; or an equivalent combination of education and experience. Bachelor's Degree preferred.