



**STAFF REPORT**  
**City of Dripping Springs**  
**PO Box 384**  
**511 Mercer Street**  
**Dripping Springs, TX 78602**

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**Submitted By:** Tina Adams, DSRP Event Center Manager & Kelly Schmidt, PCS Director

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**Council Meeting Date:** September 9, 2020

**Agenda Item Wording:** **Approval of the DSRP Guest Services Coordinator Job Description.**  
*Sponsor: Council Member Purcell*

**Agenda Item Requestor:** Todd Purcell

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**Summary/Background:** DSRP & Event Center are going through operational transition. With the onboarding of Tina Adams, the DSRP Event Center Manager, business needs were quickly identified that if implemented would increase the overall success of operations and guest services at DSRP.

It was identified that more focus and investment should be placed on the customer service and administrative side of the park and event center operations to drive business and memberships and improve overall quality of guest experience and event rental success.

The addition of the DSRP Guest Services Coordinator position will allow for a dedicated person to ensure that park guests and members have a liaison within the administrative services of the event center focused solely on their needs. This position will work collaboratively with the Event Center Coordinator to provide the highest caliber of professionalism and attention to detail from first meeting to last with all events and park guest experiences.

The Guest Services Coordinator will also be charged with organizing and developing the RV and primitive camping business at the park as well as standing day to day park user groups, programs, members and external stakeholders.

**Staff Recommendations:** Approval of Guest Services Coordinator job description.

**Recommended Council Actions:** Approval of Guest Services Coordinator job description.

**Attachments:** Guest Services Coordinator job description.

**Next Steps/Schedule:** Recruit and hire candidate.