



DSRP EVENT CENTER COORDINATOR FULL-TIME (40 HOURS/WEEK) EXEMPT

Approved January 14, 2020

Updated May 12, 2020, Updated August 11, 2020

A. GENERAL PURPOSE

The DSRP Event Center Coordinator ~~s~~Serves as ~~the lead primary receptionist and~~Event Center liaison for booking rentals and hosting events. The Coordinator also performs clerical duties including the following: greeting and assisting visitors; answering the phone; booking rentals; receiving and distributing marketing materials; filing; copying; scanning, and meticulous record keeping and copying. Assists Lead Ranch Hand Coordinator with facility maintenance by submitting and tracking necessary work orders as needed. Provides various support to other DSRP Event Center operational needs as directed by the DSRP Event Center Manager and/or Parks and Community Services Director. Takes on some duties of DSRP Event Center Manager when the manager is absent or unavailable.

B. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Greets the public and provides customer service to Event Center guests and members in a positive and proactive manner.
2. Works side by side with Event Center Customer Service Specialist to aAnswers ~~the~~ telephones and assists customers, guests and members.
3. Oversees and maintains the facility reservation calendar, ensuring 100% up-to-date accuracy at all times. ~~and~~
4. Bbooks rentals facilitating and owning a positive client experience from first contact to deposit refund, culminating in a detailed, articulate and thoughtful rental/event wrap up report.
- ~~3.~~5. Actively promotes DSRP Event Center rental availability to existing clients and potential customers with a goal of increasing bookings year after year.
- ~~4.~~6. Receives payments and follows correct payment processing, cash handling and accounting procedures. Reconciling daily business transactions at the end of every day.
- ~~5.~~7. Ensures the Event Center lobby/entrance is kept pleasant, clean, and orderly.
- ~~6.~~8. Receives and distributes general complaints. Uses independent judgment in handling general complaints with a high standard of customer service as primary motivator.
- ~~7.~~9. Sorts, files, and types documents.
- ~~8.~~10. Provides general facility daily maintenance assistance ~~to~~ for the Event Center including cleaning restrooms, common areas, and picking up and disposing of litter when necessary or required.
- ~~9.~~11. Establishes and maintains effective working relationships with employeescolleagues, City officials, and the public.
- ~~10.~~12. Maintains confidentiality.

13. Performs ~~the some~~ duties of the DSRP Event Center Manager when Event Center Manager is absent or unavailable.
- ~~11.~~14. Understands and appreciates the value of internal and external stakeholders. Knows how to enrich, maintain and develop community partnerships.
- ~~12.~~15. Other duties as assigned.

C. SUPERVISION

Works under the general direction of the Dripping Springs Ranch Park Event Center Manager. Supervises and ensures that all event rental booking details ranch hands with Lead Ranch Hand when are executed professionally and with attention to detail. Serves as DSRP Event Center & Arena public liaison when Dripping Springs Ranch Park Event Center Manager is not onsite and as otherwise directed by the Dripping Springs Ranch Park Event Center Manager.

D. EDUCATION, EXPERIENCE, AND CERTIFICATIONS

1. Requires a High School Diploma or equivalent. Preferred experience includes 4+ years in marketing, business administration and management, hospitality and hotel industry reservation processes, large event facilitation or administrative assistance and/or a college degree with a similar focus.
2. A valid state driver's license.
3. Standard First Aid and CPR certifications required or the ability to obtain certifications within six months of employment.
4. Ability to establish and maintain effective working relationships with employees, City officials, media, and general public.
5. Ability to communicate effectively orally and in writing.
6. Ability to handle confidential and sensitive information while maintaining confidentiality.

E. TOOLS AND EQUIPMENT USED

Personal computer, including word processing, program and rental registration software, familiarity and skill with social media posting and marketing, and spreadsheet software; email, calculator, phone; printer; copy machine; and general maintenance equipment.

F. SPECIAL REQUIREMENTS

1. While performing the duties of this job, the employee is required to sit for extended periods of time.
2. The employee must be able to lift up to 50 pounds of office supplies, files, and equipment.
3. The employee is expected, on occasion to help with the physical labor of event set up and breakdown both in indoor and outdoor environments.

- 3.4. Employee works in an environment adjacent to an indoor horseback riding arena. Must be comfortable with ~~small amounts of~~ dust, noise and other indoor arena elements.

G. WORK HOURS

Core work hours are usually between 8:00 am and 5:00 pm including one unpaid hour for lunch, Monday through Friday, except holidays, with ~~occasional~~ nights and weekends, as needed for successful facilitation of large DSRP hosted and City co-sponsored events. This is a full-time exempt position and eligible for compensatory time in leu of overtime, as described in the CITY OF DRIPPING SPRINGS PERSONNEL MANUAL. Any compensatory hours performed must be preapproved by the direct supervisor.

H. WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to perform the essential functions if needed.

1. While performing the duties of this job, the employee regularly works outdoors. Indoor and outdoor environments; exposure to extremes in weather condition; exposure to vibrations and noise; work on slippery or uneven surfaces, work with electricity; work with and around heavy machinery, work in or near vehicle traffic; exposure to dust and fumes from motorized equipment; possible exposure to toxic chemicals.
2. The noise level in the work environment is usually moderate to loud.

I. SALARY

Salary is commensurate with the position. Pay days will be the days as listed in the current CITY OF DRIPPING SPRINGS PERSONNEL MANUAL.

J. BENEFITS

Benefits shall be in accordance with those outlined in the CITY OF DRIPPING SPRINGS PERSONNEL MANUAL, as may be modified by the employee's offer letter and subsequent revisions to the Manual.

K. EQUAL OPPORTUNITY EMPLOYER

The City's employment decisions are made without regard to race, color, religion, sex, age, national origin, sexual orientation, handicap, or marital status. Discrimination or harassment against any person in recruitment, examination, appointment, training, promotion, discipline, or any other aspect of personnel administration because of political or religious opinions or affiliations, membership or non-membership in employee organizations, or because of race, color, national origin, age, disability, veteran status, sex, or marital status is prohibited. If you would like to arrange for accommodations, we encourage you to contact the City Administrator at (512) 858-4725.

Please note: This Job Description is not a contract and shall not be construed to alter an employee's at-will relationship. The terms and conditions of any employee's position with the City may be altered by the City Council at any time. To the extent reasonably possible, this Job Description, the Personnel Manual, and the employee's Offer Letter shall be read together in harmony. If there are conflicts between this Job Description, the Personnel Manual, and the employee's Offer Letter, the most specific term or condition of employment shall govern.