

EVENT COORDINATOR (Alliant Energy Center)

DEFINITION

Under the direction of the Event Operations Manager, responsible for planning, organizing and coordinating the physical requirements and service needs of the Alliant Energy Center customers. Provides detailed pre-event planning, issues written and drawn event execution instructions, monitors events in progress and does post event reporting and customer follow-up. Acts as liaison between the customer and the Center operations staff. Also, responsible for translating and reconciling contracted services into event specifications for use by the operations staff.

EXAMPLES OF DUTIES

Establishes customer contact and working relationships; documents customer service needs and ascertains functional requirements of assigned events; assures customer compliance with federal, state, local and Center rules and regulations; provides clear and concise written and drawn instructions to in-house departments detailing exact event set up and execution in conjunction with client contracts; instructs and/or directs set up crews in proper execution on site; develops post event reporting of actual uses and expenditures; conducts post event follow-up with clients to ascertain customer satisfaction levels.

EMPLOYMENT STANDARDS

Education and Experience: A minimum of a bachelor's degree or equivalent. A minimum of one year experience coordinating public events such as trade or consumer shows, business conferences, performance shows and/or sporting events. Demonstrated high level customer service experience in public assembly facilities such as: hotels, stadiums, convention centers, arenas or similar facilities. Other experience or training that demonstrates the possession of knowledge and skills necessary to perform the duties of this position will be considered (i.e., extensive work in a facility or a coordinator for a major corporation, etc.). Additional credit will be given for multipurpose public assembly facility experience and proficiency in the Auto-CAD Based Computer Aided Drawing Program.

Knowledge, Skill and Abilities: Knowledge of the hospitality industry and customer service methods; oral and written communication skills; ability to interact with the public, clients and staff at the Alliant Energy Center; the ability to do computer aided drawings; ability to operate common office equipment, including personal computers, faxes, and copy machines; general knowledge of basic equipment used in the hospitality industry, including audio visuals; ability to deal tactfully with the public and co-workers; ability to effectively perform multiple tasks under time deadlines in a fluid environment; ability to direct others in task execution to the satisfaction of the customers and Alliant Energy Center standards.

Special Requirements: Must be willing to work long or unusual hours, including nights, weekends and holidays.