



CITY OF CITRUS HEIGHTS

EVENT AND COMMUNITY CENTER TECHNICIAN

DEFINITION

To perform a variety of administrative and technical level support related to the coordination of City and Community Center events including, but not limited to, planning, organizing and coordinating Community Center bookings, coordinating logistics for City events, maintaining and tracking vendor contracts and insurance, and ensuring vendors and customers meet City policies regarding the use of the Community Center; to develop and distribute outreach materials; and to receive and respond to questions from the public, vendors, and customers.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a division or department head.

Exercises technical or functional supervision over part-time and volunteer staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Plan, coordinate and implement community and City sponsored events; serve as liaison to event committees; develop and maintain vendor relationships and ensure contract and insurance meet City requirements; and attend events to ensure logistical needs are met and to address issues that may arise.
- Plan, organize and coordinate Community Center bookings; receive, review, and maintain client contracts; receive, review, and ensure insurance requirements meet City standards; receive deposit and fees; and respond to customer questions and requests.
- Develop and distribute marketing and outreach material related to City events and the use of the City's Community Center.
- Coordinate the Community Center's volunteer program; conduct outreach, interviews, and training of volunteers; and maintain volunteer schedule.
- Oversee, coordinate, and train part-time facility staff; receive and respond to questions and issues; and be available to respond to facility related issues outside of normal working hours.
- Prepare, compile, tabulate and maintain data including databases, various documents and statistical and operational reports and records.
- Establish and maintain a variety of filing, tracking, and reporting systems; provide relevant information as requested; and type and compile correspondence and reports.
- Create, revise and implement procedures related to assignment; recommend and participate in the implementation and improvement of policies and procedures.
- Develop and revise a variety of forms and documents used in the performance of assigned duties.
- Participate in the development of the Community Center's preferred caterer list; develop Request for Proposal; receive and respond to questions; and receive and review proposals and coordinate the selection of vendors.
- Prepare and present information to City Council, upon request, regarding status of City events and related matters.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and practices of event coordination and reservation.
- Modern office methods, procedures, computer equipment and computer software.
- English usage, spelling, grammar and punctuation; and arithmetic, basic mathematical calculations.
- Principles of records management.
- Technical and principles of effective interpersonal communication
- Principles and methods of business letter and report writing
- Principles of budget monitoring
- Pertinent local, State and Federal laws, codes, ordinances, City functions, policies, rules and regulations.
- Principles and practices of good customer service.
- Principles and practices of safety management.

Ability to:

- Coordinate Community Center bookings and City event logistics.
- Organize, prioritize and manage workload and timelines for self and others.
- Work in the absence of direct supervision; exercise initiative and sound judgment.
- Interpret, explain and apply department and City policies, rules and regulations
- Prepare clear, concise, grammatically correct correspondence, documents, emails, and reports.
- Identify event and scheduling problems and take effective course of action.
- Receive and respond to public inquiries and complaints in an effective and tactful manner.
- Operate a personal computer utilizing spreadsheet and word processing software at an intermediate to advanced level.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned technical responsibilities.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.

- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer with proficiency and familiarity.

Experience and Training:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible administrative support experience, preferably involving the planning, booking, and/or coordination of events.

Training:

Equivalent to the completion of twelfth grade. Additional college with course work in public administration, business administration, or a related field is desirable.

PHYSICAL/SENSORY REQUIREMENTS

On a continuous basis, sit at a desk. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

File:	Event and Community Center Technician
FLSA:	Non-Exempt
Created:	October 2013
Revised:	Updated to current template 9/14/2021