

JOB DESCRIPTION

Ice Arena Event Coordinator



Facility Name:	VENUWORKS OF CEDAR RAPIDS, L.L.C.
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JOB INFORMATION

Job Title:	Event Coordinator	Department:	Ice Arena
Reports To:	Ice Arena General Manager	FLSA Status:	Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>
Prepared By:	Michael Silva	Date Prepared:	June 1, 2022
Approved By:	Angela Bohlen	Approved Date:	June 6, 2022

SUMMARY

This position will be responsible for the administration of special events at the ImOn Ice arena including birthday parties and the Learn to Skate program.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Group events and parties: Receive phone calls and emails from community members and groups interested in booking birthday parties, public skates and other group activities to take place at ImOn Ice. Help the customers choose packages and plan their events, schedule the events with the General Manager on the master calendar, schedule event staff to work the events and confirm the details with the client as the day of the event approaches.
- Learn to Skate USA Program: At the direction of the General Manager, when a new session of Learn to Skate USA is planned this position shall create online registration pages and administer the applications and payments, and send confirmations to registrants.
- Office administration: This position is based in the main Ice Arena administration office and will be the first point of contact for any incoming phone calls and walk-in customers seeking information about upcoming programming, group packages, and other information. This position will make simple flyers, send e-mail blasts and perform other tasks to assist in promoting upcoming programming and events. This position shall additionally receive and fill donation requests and perform other administrative duties as requested by admin staff.
- Scheduling and Payroll: At the direction of the General Manager, the Event Coordinator shall work with Guest Services to post available shifts for part-time staff to sign up for special events including group events, parties, public skate, skate guard, skate rental and other duties. This position shall assist Guest Services as needed to schedule staff as required for each event and make phone calls/emails to recruit staff to cover shifts in the case of call-off's or other situations. Event Coordinator shall work with Guest Services to verify time-sheets in the electronic timekeeping software as required for payroll administration.
- Shift Management: Event Coordinator may occasionally be required to work shifts in other Ice Arena roles including party host, registration, skate rental, or other duties. These shifts may take place in the evenings or weekends.

OTHER RESPONSIBILITIES

- Perform clerical duties as needed including filing, copying and handling of incoming/outgoing mail.
- Create and maintain registration databases and spreadsheets. Send emails and other tools to communicate with database clients.
- Create and distribute simple flyers to promote upcoming events.
- Receive donation requests and follow through with General Manager and organization to fill requests.

JOB DESCRIPTION

Ice Arena Event Coordinator



5. Plan all aspects of birthday parties and group events including but not limited to scheduling, planning, shopping for supplies, scheduling support staff and equipment/supplies, communicating event details to staff, and following up with client to finalize details of event.
6. Learn policies and procedures and how to cover all part-time roles including procedures for skate rental and birthday party host.
7. Administer part-time payroll for approximately 15 event staff members. Answer payroll questions for part-time event staff and facilitate resolutions to any payroll errors.
8. Order office supplies as needed.
9. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Carries out supervisory responsibilities with part-time event staff in accordance with VenuWorks policies and applicable laws.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each of the essential duties satisfactorily. The requirements listed are representative of the knowledge, skills, and/or abilities required. A demonstrated ability to follow directions and complete assigned tasks with a minimum amount of instruction and supervision is essential. Ability to organize work flow and meet established deadlines.

Work hours and schedule are generally Monday – Friday 9:00am to 5:30pm but will vary according to event schedules and the needs of the department, and may include holidays, evenings and weekends. Attendance at large events in order to guarantee efficient and quality operations may be required.

This position requires skill in meeting and/or exceeding the expectations, being articulate with well-developed communication skills and personal poise. This position requires excellent teamwork skills, working cooperatively with others in the accomplishment of joint tasks and common objectives. Contributes to a positive work environment, fosters collaboration and provides a tangible contribution.

EDUCATION and/or EXPERIENCE

1. High school diploma or general education degree (GED); or two years related administrative experience; or equivalent combination of education and experience.
2. Experience working in a computer network environment utilizing databases, Microsoft Word, Publisher and Excel programs. Ability to learn ActiveNet registration software.

CERTIFICATES, LICENSES, REGISTRATIONS

Applicant must possess current, valid driver's license and a current working telephone with a number that can be accessed by building management personnel for business contact purposes. Must have excellent computer skills, including experience with the Microsoft Office programs, such as Word, Excel, and Publisher.

LANGUAGE SKILLS

Ability to read, analyze and interpret instructions, general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to engage in public speaking.

MATHEMATICAL SKILLS

Ability to add, subtract, multiple and divide in simple and complex equations. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages.

COGNITIVE SKILLS/REASONING ABILITY

1. Ability to recognize casual relationships, disseminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

JOB DESCRIPTION

Ice Arena Event Coordinator



3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures, grasp and interpret the meaning of the material and use learned material in new and concrete situations.
4. Ability to break down material into its component parts so that its organizational structure can be understood.
5. Ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards.
6. Ability to put parts together to form a new whole or proposed set of operations.
7. Ability to relate ideas and formulate hypotheses.
8. Ability to appraise judgments involved in the selection of a course of action.
9. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.
10. Ability to solve complex problems with sensitivity and diplomacy, while displaying decisive executive leadership.
11. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 25 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.
6. The employee must be able to travel distances on foot quickly to attend to a variety of needs while on site at the venues.

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 enable individuals with disabilities to perform the essential functions.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
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