

Adopted: July, 2010 Revised: July, 2015

Class Title: Manager of Event Services and Production

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Oversees and directs the activities involved with event coordination, logistics planning, technical support, staffing, and overall client satisfaction during events for all Seven Venues facilities, the Selden Arcade and outdoor events on City property managed by City of Norfolk Special Events. Serves as a liaison and ensures effective communication with all groups involved including community and citizen groups, City departments and leadership, lessees, promoters, and production personnel. Books events and prepares information for event productions. Represents the City in negotiations with event organizers, venue lessees, stakeholder group representatives, and other event planners who wish to hold events throughout the City.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Serves as a liaison by establishing contact and working relationships with all groups involved including community and citizen groups, City departments and leadership, lessees, promoters, and production personnel, conferring with those involved to establish and agree upon specific logistical and technical requirements for events.
2	S	Develops and implements long term strategic objectives and action plans considering public safety, stakeholder concerns, adherence to rules, regulations, laws and City Council priorities to ensure successful events resulting in favorable outcomes for all involved groups.
3	S	Develops and implements policies, procedures, and processes for successful outcomes; manages and ensures consistency in the event application/coordination creates and maintains accurate records and reports.
4	S	Books events for various venues by assisting with the preparation of contracts and addendums and providing accurate estimates of the services required and the associated costs.
5	S	Maintains effective communication with all involved groups; provides event evaluation surveys, reviews responses, reports problems to the appropriate staff, corresponds with involved groups after each event to discuss any matters; maintains contact for future business.
6	S	Prepares information for event productions by calculating and providing clients estimates of potential costs incurred in completing an event, preparing checklists of requirements for distribution, ensuring compliance with contract requirements through coordination and communication with marketing, production, accounting and other internal department supervisory personnel.

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Physical Strength Code		ESSENTIAL FUNCTIONS
7	L	Performs related duties by resolving problems or complaints in accordance with established policies and procedures, serving on various committees, supervising all department event coordinators and production staff and participating as a duty manager for events as required.
8	L	Represents the City at a variety of meetings and events; makes presentations to various groups including City officials and community organizations.
9	L	Leads City staff in coordination activities surrounding events from small gathers to major city-wide events.

CLASS REQUIREMENTS:

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field; knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent an equivalent combination of education and experience.
Experience	Three years' experience in event planning and management.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read contracts, directions, instructions, reports, contracts, ordinances, memorandum, and general correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write reports, contracts, employee evaluations, instructions, and general correspondence.
Managerial	Event planning and coordination.
Budget Responsibility	Prepares documents and does research to justify language used in documents for a unit of a department and may recommend budget allocations.
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees in a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.

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Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City including citizen groups, non-profits, community groups, and faith based, professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.
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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light	X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Office equipment, presentations, events
Sitting	F	Computer, desk work, meetings, driving
Walking	F	Inter-office, to/from meetings, events
Lifting	O	Office supplies, files, reports, related event materials and equipment
Carrying	O	Office supplies, files, reports, related event materials and equipment
Pushing/Pulling	R	Supplies, equipment, file cabinet drawers
Reaching	O	Supplies, files, reports, telephone, related event materials and equipment
Handling	F	Supplies, files, reports
Fine Dexterity	F	Computer keyboard, writing, telephone keypad
Kneeling	R	Event set up
Crouching	R	Event set up
Crawling	N	
Bending	O	Event set up
Twisting	R	From computer to telephone
Climbing	R	Stairs
Balancing	R	On stairs
Vision	F	Computer monitor, reading, writing, driving, observing work activities
Hearing	F	Communicating with personnel and general public, telephone and radio
Talking	F	Communicating with personnel and general public, telephone and radio
Foot Controls	R	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Two-way radio, telephone, copy machine, fax machine, calculator, audio visual equipment, computer, printer, standard Microsoft Windows and Office software, Outlook, Internet.

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	S
Chemical Hazards	N	Extreme Temperatures	S
Electrical Hazards	N	Noise and Vibration	S
Fire Hazards	N	Fumes and Odors	S
Explosives	N	Wetness/Humidity	S
Communicable Diseases	N	Darkness or Poor Lighting	S
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	X
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other (see 3 below)	N

- (3)