

Event Operations

Nature of Work

This is administrative and technical work involving the coordination, monitoring, and operational execution of events in the LeConte Center at Pigeon Forge. Activities associated with the job include executing all details of event orders from setup, event days, and move out. Additional activities include conferring with the licensee and their staff confirming event and set up completion to their specific needs, coordinating facility personnel on any changes or updates that are requested by event. Job related duties require an irregular schedule involving evenings, weekends and holidays. Job related duties require thorough knowledge of the Event Owner's Manual to ensure all services offered and agreed to are provided in accordance with regulations. Considerable experience in event set up / break down, crowd management, accompanied by strong interpersonal, organizational and decision making skills. Large attendance event experience is preferred and dedicated attention to detail is required. Job performance is evaluated by the Facility Service Manager through a review of event execution, level of customer service provided, consistency and follow through for each event, reviews of licensees and interpersonal, organizational and decision making skills.

Illustrative Examples of Work

- Serves as an on-site contact for other city departments (police/fire/street/special events) working within the event, out-side agencies, participants, visitors and the public to ensure the effective coordination of events and activities
- Coordinate city provided security / seek placement per event in house, issue radios, placement of security officers and make assignment of tasks
- Works to insure all set ups are completed per the event order timeline to meet client needs.
- Works closely with service providers for decorating event sites, audiovisual equipment, security and food services.
- Works directly with portions or entirety of event set-up and tear down as assigned.
- Assists in directing the activities of event service workers and volunteers.
- Communicates closely with the Facility Services Manager and all other facility staff, contract service providers, private event management and staff, guests, and any outside support staff or volunteers working on behalf of any event.
- Participates in servicing and monitoring event floor during events to insure staff coverage is provided / Total focus and availability is given to event/s in house
- Reset, straighten, hook chair setting between shows / events
- Crowd control management that includes keeping isles / exit paths and approved floor plans as specified by Fire Marshal approved plans
- Loss prevention / incident management & reporting
- House lighting programming prior / during, and post events – control tablet assignment
- Work is performed with and around large equipment such as fork, scissor, & boom lifts moving heavy material and work being performed overhead

Necessary Requirements of Work

Graduation from an accredited high school supplemented with additional training and experience in business administration or related field; considerable experience in managing special events and activities; knowledge of comprehensive written event orders; knowledge of event logistics, crowd flow, lighting and security practices; considerable knowledge of business management; strong organizational, interpersonal and decision making skills or any equivalent combination of education and/or experience to provide the following knowledge, abilities and skills:

- Considerable knowledge related to events planning and execution, working with vendors as part of an event / trade show, and both contracted or volunteer service providers, etc.
- Ability to prepare and maintain records, files and related documentation in an organized and accessible manner.
- Ability to prioritize and organize personal time and activities to ensure the timely delivery of services required to support events and activities.
- Considerable knowledge of event logistics including crowd control / flow, event lay-outs, electrical, lighting and sound system requirements, move-in and move-out of equipment, staging, etc.
- Considerable knowledge of public health, assembly safety and occupancy codes and ordinances pertaining to events and activities.
- Ability to effectively direct, supervise, and coordinate the activities of assigned personnel and contract service providers.
- Ability to establish and maintain effective working relationships with event owners and management personnel, internal staff, other city departments, associates, contractors, service providers, vendors and the public.
- Skill in coordinating and executing a variety of activities to meet established contractual obligations.
- Ability to read and comprehend safety instructions, memos, correspondence, product directions for use, work orders, floorplans and layouts.
- Ability to effectively prioritize job related duties and meet all expected deadlines and reporting requirements.
- Considerable knowledge of commonly used utilized software programs including Microsoft Office, Excel, Internet, Outlook email, etc.
- Skill in the use of equipment and machinery utilized for conventions, conferences, meetings, trade shows, etc.

Physical Requirements

- This is medium work requiring the exertion of up to 50 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects
- Work requires stooping, reaching, grasping, lifting, repetitive motions, and prolonged standing and walking
- Work is subject to both inside and outside environmental conditions

Sensory Requirements

- Vocal communication is required for expressing or exchanging ideas by means of the spoken word
- Hearing is required to perceive information at normal spoken word levels
- Visual acuity is required for preparing and analyzing written or computer data, operation of machines or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities
- Work is done in large crowd settings that may generate prolonged loud decibel noise levels

Necessary Special Requirements

-Possession of a valid Tennessee Driver's License and the ability to be insured at standard vehicle liability rates.

Pigeon Forge, Tennessee
Grade 8
Administrative Support
FLSA Non – Exempt
2/21/22