



Classification Description

Job Title: Event Services Specialist

Pay Grade: 107

Job Code: 3716

FLSA Status: Non-Exempt

Job Purpose

The Event Services Specialist provides diversified professional support in the area of Event Services which includes, but is not limited to, facility rentals and reservations, and managing/overseeing FSW's concessions operations for FSW sponsored and contracted events. This position requires significant schedule flexibility as work requires early morning, evening, and weekend work hours at various FSW locations.

General Responsibilities

Essential Functions

Manages and oversees concession operations for the Suncoast Credit Union arena and any other concession sites on or off-campus for FSW sponsored and contracted events.

Responsible for inventory management which includes overall inventory control and ensures products are ordered within a timely manner. Also completes monthly inventory counts to ensure inventory is reconciled at the end of the month with the inventory system and finance system.

Responsible for the recommendations of additional menu items, pricing, inventory of supplies and communication of shortages and deficiencies to suppliers and vendors.

Creates staffing schedule for concession stand operations to meet the event needs based on a projected number of visitors to venue. Also plans, assigns and directs work, addresses and assists with problem resolution.

Performs interview, hiring, and training process of employees. Conducts training sessions and prepares manuals or posters to guide workers about each facet of working in the concession stand. Training to include opening and closing procedures, welcoming of guests, food preparation techniques to ensure safety of food, cleaning responsibilities, operating the cash register and emergency procedures.

Responsible for charting sales daily, tracking revenue and expenses, depositing money with Cashier's office and ensuring that the concession stand has enough cash and coins to operate daily.

Coordinates additional beverage service for events and ensures staff (in-house and contracted staff) are properly trained, including, but not limited to bartenders.

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Performs suite management to include stocking, inventory and billing of suite holder's purchases.

Collaborates with the Auxiliary Services Business Coordinator to develop and manage the annual and monthly concessions budget, and prepares forecast of sales and expenses.

Assists Event Services team with central scheduling for the College including, but not limited to, identifying and scheduling space, preparation of applicable fee estimates, coordination of campus equipment and services such as audio-visual, catering and room set-up needs.

Facilitates and coordinates changes to scheduled rooms by re-assigning rooms in the event of an emergency, assisting law enforcement authorities in locating classrooms or events, coordinating with Facilities concerning maintenance, building opening and closing, and reassignment of department courses, and providing alternate schedule options for classes and events.

Works collaboratively with department leadership in routine and special department projects, which may include statistical and financial analysis, research, data compilation and report preparation.

Travels to satellite campuses, as needed, for back up support of auxiliary operations.

Supervises Student Assistants, as assigned.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education.

Four (4) years related full-time professional work experience in concessions or food service. Appropriate combination of education and experience may be substituted.

Prior experience maintaining electronic spreadsheets and bookkeeping experience.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Must possess excellent interpersonal and customer services skills with a variety of constituencies and be willing to contribute to a team effort.

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Personal and educational philosophy compatible with the goals, objectives, and mission of the College.

Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier and Hendry counties and other locations for College business.

Ability to work evening, early morning and/or weekend hours required.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.

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- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: May 23, 2017. Revised: December 12, 2017, January 29, 2018, September 4, 2018, December 2, 2019, February 24, 2022, July 1, 2023, and July 1, 2024.