



## Classification Description

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**Job Title: Coordinator, Arena Events and Operations    Pay Grade:    110**

**Job Code: 3714**

**FLSA Status: Exempt**

### **Job Purpose**

This role involves responsible and technical work in managing arena and event operations as part of the event services team. The Coordinator, Arena Events & Operations is responsible for all inter-collegiate game day operations. This position works with both internal and external customers to schedule use of facilities for events, meetings and conferences. This position coordinates scheduling of facilities as well as the coordination of event resources including, but not limited to, audio-visual, catering, custodial, and event set-up.

### **General Responsibilities**

#### **Essential Functions**

Responsible for scheduling and operations of FSW's Suncoast Credit Union Arena including, but not limited to, operations management of FSW events, hiring, training and supervising event staff, and working with departments and outside organizations in event coordination. Works directly with departments such as Athletics in the operations management of all home athletic events and space needs within the facilities. Works collaboratively with Professional Facilities Management, Inc. (PFM) in regards to PFM rental and events.

Manages internal and third party facility rentals including complete and accurate preparation and review of: associated facility rental contracts, insurance verification, invoices and payments in compliance with College Operating Procedures.

Manages operations of all FSW home athletic games and other intercollegiate athletic events including, but not limited to, scheduling, cleaning, set-up, parking, ticket takers, ushers, etc. Manages other non-intercollegiate events which may include concerts, conventions, performances, trade shows, athletic events, corporate, and other special events.

Oversees setups, tear downs, change-overs, and general building operations. Assists with organizing employees necessary to prepare facilities for the constant fluctuation of events. Supervises student workers, part-time staff and contracted staff as may be appropriate for events. Assists with monitoring athletic facility usage.

## COORDINATOR, ARENA EVENTS & OPERATIONS

Communicates with maintenance, custodial, groundskeepers, FSW Campus Police and local law enforcement, as required. Manages scheduling of practice and game times and all other uses of facilities within the Arena and ensures the successful implementation of the events through effective management, multitasking, and ability to handle issues expeditiously and render sound, on-the-spot decisions.

Provides personal attention to all customers throughout the event process including, but not limited to, touring of campus facilities, providing room layouts, coordinating needed campus services, and attendance at events as necessary.

Builds positive working relationships with faculty, staff, and students to ensure day-of support for all events. Provides leadership, management, training, and supervision of the part-time event staff with a focus on continuous improvement.

Collaborates, communicates and builds relationships with other occupants of FSW's Suncoast Credit Union Arena including Athletics and the fitness center. Ensures strong communication in the operations and scheduling of the facilities.

Attends and participates in weekly campus event operation meetings.

Develops and implements College guidelines, policies and procedures pertinent to assigned facilities and event operations.

Responsible for the preparation of an annual effectiveness report and corresponding action plan in support of the College's Mission Statement, Vision Statement, and Strategic Plan.

Gathers, monitors and presents statistical data and prepares various periodical and ad hoc statistical reports, summaries, analysis, and projections.

Participates on FSW and department committees, as assigned.

Hires, trains, coaches, evaluates, and supervises assigned personnel.

Represents department leadership at meetings, events and other forums, as needed.

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.

## COORDINATOR, ARENA EVENTS & OPERATIONS

### Knowledge, Skills and Abilities

#### Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education in business, event management, marketing or related field.

Three (3) years of professional, full-time experience in athletic and/or large event facilities (facility management, event management or related fields).

Ability to establish and maintain effective working relationships.

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

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

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

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

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.
- Make presentations in front of various group sizes.
- 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.

## COORDINATOR, ARENA EVENTS & OPERATIONS

### **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.
- 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 25, 2017. Revised: October 13, 2022; July 1, 2023; and August 2, 2024.