



## **Classification Description**

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**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. While this position is assigned an area of specialization, the Event Services Specialist is cross-trained and expected to flex between areas, as needed. This position requires significant schedule flexibility as work requires early morning, evening, and weekend work hours at various FSW locations.

### **General Responsibilities**

#### **Essential Functions**

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

Provides support to other areas of Auxiliary Services, as needed.

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 backup support of auxiliary operations.

Participates in weekly campus event operation meetings to verify event service requirements.

May supervise Student Assistants and Work Study positions within the department, as assigned.

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

Ensures proper insurance verification, invoices and payments follow College Operating Procedures.

Performs other duties as assigned.

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### **Essential Functions – May support one or a combination of the following areas:**

#### **Concessions - Essential Functions**

Performs interview, hiring, and training process of employees. Conducts training sessions and prepares manuals or posters to guide workers on each facet of working in the concession stand.

Training to include, but not limited to, opening and closing procedures, welcoming of guests, food preparation techniques to ensure the 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.

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 reconciliation with the inventory system and finance systems at the end of the month.

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

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

Collaborates with the Associate Director of Event Services to develop and manage the annual and monthly concessions budget, and prepares forecast of sales and expenses.

Performs other duties as assigned.

#### **Events - Essential Functions**

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.

Identifies and develops auxiliary administered conference programs to meet community needs and to support the College's mission and strategic plan.

Utilizes 25Live scheduling software and additional College software programs for support of campus functions. Generates reports for various campus resources including Facilities, Campus Police, Information Technology (IT) and catering.

Provides tours of campus facilities, develops room layouts, directs needed campus services, and attends events as necessary. Coordinates event requirements in partnership with Facilities, Campus Police, IT, and Catering.

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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 of related full-time professional work experience in concessions or food service. An 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 service 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 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.

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- 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 views 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 communicate and collaborate 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 23, 2017. Revised: December 12, 2017, January 29, 2018, September 4, 2018, December 2, 2019, February 24, 2022, July 1, 2023, July 1, 2024, and July 10, 2025.