



# City of Glenarden Job Posting

## Gold Room Coordinator

**Incumbent must be on-site during all Gold Room events.**

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### **NATURE OF WORK:**

The Gold Room Coordinator acts as the liaison between renters, the public, and the City staff prior to, during and at the conclusion of events to ensure that facilities, equipment, physical setup and personnel provided meets the requirements of the event and the client's contractual agreements. Work is performed under the supervision of the City Manager.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Promotes the use of Gold Room to serve private affairs, and various government/business groups.
- Coordinates the rental process of the Gold Room for use by various groups for activities such as private affairs, repasts, funerals, family reunions, weddings, receptions, anniversaries, and business meetings.
- Prepares and maintains a reservation schedule so as to avoid scheduling conflicts.
- Responsible for the maintenance and repair of all equipment including carpet, tables, chairs, walls, bathrooms, lobby, kitchen appliances, ice maker, ceiling tiles, lights and fixtures.
- Responsible for operating within budget. Submits the proposed budget each year to the City Manager.
- Verbally communicates with staff in a calm, positive demeanor, during the event to ensure timely execution of event, quality of service and adherence to all applicable federal, state, and local safety and health regulations and standards.
- Ensure all licenses and certifications are current and up to date (i.e., health, safety, etc).
- Prior to the event:
  - Meet with prospective clients to understand the type of event, tour the facilities, explain the Gold Room policy and procedures; and review the fee structure.
  - Inventory prior to the event to ensure equipment is working properly and items requested by the client is available.
  - Ensure the room is arranged as requested by the client.
  - Acts as liaison with third party vendor, i.e., DJ or caterer.
- During the event:
  - Oversee the event operation, ensuring complete client satisfaction.
  - Be readily available to attend to staff and client concerns, with a focus on ensuring the facility is functioning properly, making adjustments as necessary, and anticipating the client's needs.
- After the event:
  - Clean the facility and return equipment (tables, chairs, etc.) to their proper location.
  - Conduct a thorough walk through to identify any cleanliness problems, hazards or equipment damage.

## **EDUCATION, EXPERIENCE AND TRAINING:**

### **Education and Experience:**

- Bachelor's degree in Hospitality Management, Business Management, Public Relations, Marketing and/or any related field.
- Four years progressively responsible experience in a related professional capacity; or Any combination of education, training and experience which provides the required knowledge, skills and abilities required for this position.
- Experience in a supervisory or managerial role.
- Valid Driver's License

### **Training in:**

- Sales, Marketing, Organizational Skills, and Accounting preferred.
- CPR and defibrillation training preferred.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

### **Knowledge:**

- Knowledge of planning and coordinating both large and small events.
- Knowledge of the principles of accounting.
- Knowledge of applicable laws, rules, and regulations, such as safety, security and public assembly regulations.
- Knowledge of conflict management and crisis resolution techniques and methods.
- Knowledge of Microsoft Suite, to include Word, Access, Excel, PowerPoint and Outlook.

### **Skill:**

- Excellent interpersonal skill both in person and by telephone, with high professionalism.
- Excellent communication skills, including writing, proof reading and speaking.
- A strong "how can I help you?" attitude.

### **Ability:**

- Ability to develop a budget.
- Ability to gather data, compile information and write detailed reports.
- Ability to analyze and solve problems.
- Ability to work effectively with a wide range of individuals in a diverse community.
- Ability to coordinate and organize meetings and/or special events.
- Ability to utilize analytical skills and apply results.
- Ability to use mathematical reasoning in order to carry out the accounting and financial activities of the position.
- Ability to speak one or more languages is helpful, particularly Spanish.
- Ability to work independently and in a group setting.

## **PHYSICAL DEMANDS**

- Work requires some physical exertion, to conduct activities involving walking 20% of the time, standing 20% of the time, and sitting 60% of the time.
- Work requires lifting or carrying up to 25 lbs. and pushing or pulling up to 50 lbs.

- Work activities involve climbing, balancing, stooping, kneeling/bending, crouching and reaching on a limited to substantial basis.
- The position requires the ability to distinguish objects in low and bright light using visual capacity including peripheral vision, depth perception, color vision, and far and near acuity.

**POSITION TYPE/EXPECTED HOURS OF WORK:**

This is a full-time position. Days and hours of the position are Monday through Friday 8:30 am to 5:00 p.m. Flexible work schedule, to include evening and weekend work is required as duties demand. **Incumbent must be on-site during all Gold Room events. A faster than average pace will be the norm for this position.**