



May 2007
FLSA: NON-EXEMPT

EVENT ASSISTANT

DEFINITION

Under direct supervision, provides basic administrative, secretarial, and clerical duties in support of the Event Coordinator with Town events and related public information activities; provides general information and assistance to the public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Event Coordinator. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This is an entry-level class in the Public Information department providing support for Town events and related public information activities and for performing a variety of customer service activities. This class is distinguished from other administrative classifications in that it has a specialization in events planning, public information, and related activities

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists in planning Town events, including community events, promotions, receptions, parades, and other related public information activities.
- Assists in coordinating and confirming event details, including use of facilities, menus, entertainment, decorations, sound systems, and physical layouts.
- Assists with set-up and clean-up for events.
- Assists with checking in vendors and greeting guests and public on event day.
- Represents the Town at events, including managing the Town booth.
- Organizes, maintains, and purchases inventory of event supplies.
- Performs a variety of general clerical duties to support departmental operations, including maintaining a variety of files, logs, and records (for example, vendor mailing lists and applications), collecting vendor fees, completing permit forms, preparing sponsor application packets, soliciting sponsors, and preparing, copying, and distributing event invitations, flyers, and press releases.
- Performs a variety of office support duties, including receiving and screening telephone calls, taking messages, and providing general information regarding Town events and departmental activities and functions in a professional and courteous manner.
- Receives, sorts, and distributes incoming mail and processes outgoing mail.
- Processes vendor applications; receives complaints from vendors and attempts to resolve problems;

- Attends committee meetings with or on behalf of Event Coordinator.
- Maintains relationships with other departments and groups, such as civic organizations, non-profit organizations, schools, churches, and government agencies in coordination of special events.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and techniques of event planning and coordination.
- Basic organization and function of public agencies.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Safety principles and practices, including basic first aid, CPR, and health/hygiene.
- Business arithmetic techniques.
- Basic principles of record keeping and cash handling.
- Computer applications related to work, including word processing and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and Town staff, in person and over the telephone.

Ability to:

- Assist in planning, organizing, and coordinating a variety of Town events and related public information activities.
- Perform responsible reception, administrative, and secretarial support work with accuracy.
- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Respond to and effectively prioritize multiple phone calls and other requests and interruptions.
- Compose correspondence and basic reports.
- Make accurate arithmetic computations.
- Maintain accurate records and files.
- Operate modern office equipment, including computer equipment and software programs.
- Respond to medical emergencies and injuries in a calm and effective manner, including providing basic first aid and/or adult and child cardiopulmonary resuscitation.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and one (1) year of event planning and coordination, recreation, or other related experience involving public contact.

License:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Standard First Aid Certificate.
- CPR Certification.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle; to visit various Town and meeting sites; and attend special events requiring standing for extended periods of time, as well as walking between work and even areas, potentially traversing uneven terrain; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work partially in an office environment with moderate noise levels, controlled temperature conditions and partially in the field at Town events and are occasionally exposed to loud noise levels, cold and hot temperatures, and inclement weather conditions with no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work at special events on evenings, weekends, and holidays.