

CLASS SPECIFICATION
Banquet Facility Representative

GENERAL PURPOSE

Under general direction, markets, promotes, coordinates and oversees the use of the Moreno Valley Conference Center as a banquet and meeting facility for the community; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Banquet Facility Representative is responsible for promoting use of the Moreno Valley Conference Center, including marketing the facility, scheduling and coordinating events, developing rental agreements, and overseeing and monitoring site setup and breakdown. Assignments are broad in scope and are carried out in the framework of policies, procedures and guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Acts as sales and booking representative of the Moreno Valley Conference Center through personal marketing and promotion activities.
2. Conducts facility inspections and tours and provides rental rates, date availability, information on conference center policies and procedures, equipment and labor availability and event cost estimates to prospective clients/users.
3. Ensures the maintenance and accuracy of the master booking calendar.
4. Prepares contract agreements including insurance coordination, floor plans and related event and janitorial services in accordance with established procedures.
5. Schedules and directs event setup; inspects site before and after events to ensure setup complies with event organizers' plans and that fire and safety codes are met; coordinates supervision of City-provided services or activities with the organizers during events.
6. Responds to client and patron inquiries and resolves difficult complaints and issues, as required.
7. Oversees preparation of event financial settlements, invoices and receipts.
8. Assists in preparation of the annual budget and prepares revenue and expenditure forecasts.
9. Conducts research on related activities and analyzes and writes comprehensive reports on activities that may impact Center operations.

QUALIFICATIONS

Knowledge of:

1. Basic principles and practices of public assembly management and booking procedures.
2. Facility marketing and sales techniques and public relations practices.
3. Facility uses and various setup options for conferences, banquets and meetings.
4. Approved facility rates, fees and related costs, and operational policies as outlined in the department's Facilities Use Guidelines.
5. Event service requirements including, but not limited to, audio-visual and sound systems, catering and security for a variety of events.
6. Federal, state, and local laws, codes and regulations pertaining to public assembly facilities, including fire and safety laws, Americans with Disabilities Act provisions and health codes.
7. Effective crowd control and security practices and procedures
8. Effective customer-service techniques.

Ability to:

1. Actively market the facility to the community and outside groups.
2. Communicate effectively, clearly and concisely, both orally and in writing.
3. Understand, interpret, explain and apply contract language.
4. Analyze and solve administrative problems and/or make sound recommendations to resolve them.
5. Provide effective customer service; work with users and anticipate their needs during events.
6. Work with graphics personnel to design and produce brochures and other marketing tools.
7. Operate office business machines including personal computers.
8. Maintain records and prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
9. Exercise sound independent judgment within general policy guidelines.
10. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
11. Establish and maintain cooperative and effective working relationships with staff, City officials, other City departments, community groups, event organizers, diverse interest groups and the public.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited college or university with a bachelor's degree in business administration, facility manage-

ment or a related field; and three years of experience in the operation of a conference/convention center, hotel, multipurpose public assembly facility or similar facility; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve facility booking and use problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with staff, City officials, other City departments, community groups, event organizers, diverse interest groups and the public, some of whom are dissatisfied and quarrelsome.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee works under typical office conditions and the noise level is usually quiet. The employee may occasionally be required to work in outside conditions, exposed to wet and/or humid conditions, where the noise level may be loud.

Irregular work hours are sometimes required, including weekends, holidays and evenings. The incumbent occasionally responds to emergency situations related to events.