Position Description
Service Coordinator II
Working Title: Event Production Coordinator

Scope of Responsibility
The Event Production Coordinator is responsible for management of live event technology in the Dreyfus University Center, as well as other buildings on campus, and supervising the Event Production and Centers Services staff. Responsibilities include supervision of student staff, budget development and administration, on-site/in-room technical support and guidance, and the research and implementation of event standards and technical equipment.

Accountability
The Event Production Coordinator reports to the Associate Director of the University Centers. The University Centers oversees a myriad of programmatic/service units located in the Dreyfus University Center, Allen Center, and Marshfield Clinic Health System Champions Hall. The University Centers is a unit within the Division of Student Affairs.

Major Areas of Responsibility
A. Supervision (50%)
A.1 Responsible for the overall supervision of two groups of student employees: Event Technical Services and Centers Services Team.
A.2 Provide direct supervision to 2 student managers who, in turn, supervise the student staff.
A.3 Develop documented training programs for the operation of all equipment, systems, and processes operated by student employees and provide thorough training using learning outcomes to the student staff.
A.4 Using a computerized scheduling program to update event related files and assign staff to events.
A.5 Be available during scheduled events/work times(evening/weekend) to assess abilities of student staff and provide support.
A.6 Be knowledgeable and provide adequate training on personal safety issues, care of campus resources, and campus cleaning protocols.

B. Coordinate and manage in-room technology, portable technology, microphones, sound systems, projection equipment, stage lighting, and all other audiovisual equipment needs (30%)
B.1 Maintain an accurate inventory of all in-room technology as well as audiovisual, lighting, and display equipment for the University Centers.
B.2 Develop and maintain a maintenance schedule to service in-room technology and audiovisual, lighting, and display equipment for the University Centers.
B.3 Provide basic repairs for in-house audiovisual equipment.

C. Budget Management (5%)
C.1 Create and monitor overall budget for the unit, to include: Monitor expenses and revenues and develop capital equipment replacement plans to provide appropriate services and equipment for the campus.
C.2 Manage inventory and prices.
C.3 Order supplies as needed for both areas.

D. Serve as the primary technical on-site person for all high-profile events that involve the media, university administration, and other events as designated or assigned. (10%)
D.1 Provide high quality event support for events deemed high profile by the campus administration including events involving the Chancellor and other administrators, Foundation and donor events, and events coordinated by the Alumni Office.
D.2 Serve as a member of the planning committees for campus wide events including Commencement, Convocation, Homecoming and major fundraising and alumni events.

D.3 Meet regularly with the event planners involved with the campus high profile events to determine the needs of the program and how they can best be met.

D.4 Recommend equipment needed to provide service to high profile events to campus administration including cost proposals on possible purchases and upgrades.

D.5 Support events in off campus locations where Event Technical Services support is requested including doing a site survey to determine access and availability of services (power, structures, accessibility, etc.).

D.6 Coordinate equipment and transportation needed for off campus events.

E. Additional Responsibilities (5%)

E.1 Serve as part of the University Centers Emergency Response Team in the event of building emergencies.

E.2 Attend weekly event planning meetings with the University Centers reservations staff.

E.3 Meet weekly/bi-weekly with the Associate Director of the University Centers.

E.4 Attend all Centers professional development staff programs as scheduled.

E.5 Serve as a resource to campus departments in terms of technical and audiovisual support.

E.6 Attend and participate in Information Technology CST staff meetings.

E.7 Contract supplemental service providers and rental equipment as needed for campus events and oversee the use of the facilities by said contractors.

Knowledge, Skills and Abilities

- Knowledge of and experience working with sound amplification and DMX/MPX lighting systems
- Knowledge of and experience working with audiovisual equipment, including data projectors and other presentation-style technology
- Demonstrated ability to creatively problem-solve technical issues
- Experience in conducting minor repairs to sound and light equipment
- Must be able to communicate effectively, both verbally and in writing, and interact positively with a diverse staff and clientele
- Basic working knowledge of computer video systems (operating systems, video inputs, HDMI, etc.)
- Demonstrated ability to be flexible and self-motivated
- Ability to lift large pieces of AV equipment (up to 50 pounds)
- Ability to drive a state vehicle (good driving record required)

Preferred Qualifications

- Supervision experience
- Ability to develop cost proposals for events and develop invoices for said events.
- Experience developing or managing a budget
- Experience developing training programs
- Ability to implement and interpret policies that relate to event planning on a university campus
- Experience working with a computerized reservation or event management software system.
- Experience working with high profile events as a technical support person
- Experience working with Dante-based systems
- Possess a bachelor’s degree in business, management, communications, or other related field

Special Work Schedule Requirements:

- Position is full-time and will require a flexible schedule that includes nights and weekends. The position responds to a varied schedule with high volume times at the beginning/end of semesters.
- Ability to successfully complete computerized Extron training within one year of hiring – requirement of position

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