Coordinator for Special Events and Facility Operations

1668
April 9, 2024

Department: Gerald R. Ford Fieldhouse
Employee Group: Meet & Confer
Schedule: 8:00 am - 5:00 pm, Occasional nights and weekends
Compensation: Grade 13, $53,000
Benefits: Full Time
Reports to: Director of the Ford Fieldhouse
Posting Closes: April 24, 2024

SUMMARY

The Coordinator for Special Events and Facility Operations is responsible for assisting with the day-to-day operations of the Applied Technology Center (ATC), an academic and event building on the main campus of GRCC. This position will support the Coordinator for Facility and Event Operations with facility management and event operations. This position is responsible for the review process and the approval process for scheduling events in multiple buildings on campus in the 25Live scheduling software that College uses. Additionally, this person will be responsible for the event planning and coordination of many campus-wide events at the direction of the executive leadership team such as: Commencement, Campus Beautification Day, and annual community events.

ESSENTIAL FUNCTIONS - FACILITY MANAGEMENT

- Create a safe, secure, functional, and inclusive environment within the Applied Technology Center(ATC) for students, faculty, staff, and members of the community.
- Work collaboratively with Coordinator of Facility and Event Operations on day-to-day operations of the ATC.
- Create, distribute, and update the ATC activity reports from 25Live, the scheduling software the department uses.
- Prepare the various areas of the ATC for their scheduled use based on the daily schedule.
- Assist with the review and approval of 25Live schedule requests for multiple buildings on campus.
- Oversee all events scheduled in the ATC Banquet Rooms and ATC Auditorium.
- Provide guidance and recommendations for event planners to resolve scheduling conflicts through creative space utilization.
- Communicate and coordinate with internal campus service departments regarding scheduled events to address event needs for food service, parking, security, HVAC, media, tech support, etc.
- Provide on-site customer support for internal and external event planners in the ATC.
- Work collaboratively with Coordinator for Facility and Event Operations in the hiring, training, scheduling, supervising, evaluating, of the ATC contingency staff and student staff members.
- Work collaboratively with other college departments to ensure effective facility management.
- Assist with vending machine operations including the refund process when needed.
- Serve as a back-up to Coordinator of Facility and Event Operations at the ATC.
- Assist with various athletic and non-athletic events in the Gerald R. Ford Fieldhouse as needed.
- Serve as a back-up to the opening or closing Coordinators in the Fieldhouse.
- Persons in this role are identified as a Campus Security Authority (CSA). CSA's will be trained and responsible for reporting Clery Reportable Crimes to Campus Police as required by the Clery Act.
- Regular attendance during normal scheduled hours is required. Being present is essential for serving customers and performing the essential functions of this position.
- Perform other related duties as assigned.

ESSENTIAL FUNCTIONS - EVENT COORDINATION

- Plan and organize campus-wide events at the direction of the executive leadership team according to customer requirements, including developing timing, program, and content for events, researching and hiring vendors, booking spaces on or off campus, inviting participants, and creating signage.
- Communicate directly with the customer throughout the event planning process to learn requirements and goals, coordinate guest list and vendor specifications, and ensure all parties understand relevant information and details.
- Meet with sponsors, committees, organizations, and executives as necessary to discuss and plan event specifications such as scope, format, budget, administrative details, and special requirements.
- Negotiate contracts with venue personnel, caterers, hospitality staff, A/V providers, and other vendors to acquire necessary services and activities for events while meeting budgetary objectives.
- Monitor and oversee events from preparation and set-up through teardown to ensure adherence to planned format, compliance with regulations, cooperation between vendors, resolution of issues, and overall satisfaction of participants and sponsors.
- Perform post-event tasks promptly such as meeting with clients to ensure satisfaction, reviewing invoices and bills, approving payments, and documenting issues and resolutions.
- Evaluate potential locations, providers, vendors, and other professionals frequently to determine viability for future events and build a personal knowledge base to better serve clients.
- Assist with the overall event request and even planning process on campus.

JOB SPECIFICATIONS

Education Credentials

- Associate's Degree required. Bachelor's Degree preferred, emphasis in event management, event coordination, facility management, or related field.
- Must have or be willing to earn an American Red Cross CPR & AED certification and maintain.

Work Experience

- 2 years of event planning and management experience required.
- Scheduling experience is preferred.
- Facility operations experience is preferred.

Skills

- Exceptional organizational skills, ability to prioritize, and complete tasks independently and in a timely manner.
- Must be able to multitask, work under pressure, and maintain composure.
- Must be proficient in verbal, written, and interpersonal communication to work effectively with diverse populations.
- Must be able to work effectively and collegially with diverse personnel, including faculty, administration, staff, students, and external clients.
- Ability to perform daily routine and unexpected duties with minimal supervision.

Physical Demands

- Must be able to physically lift/carry/push/pull objects that weigh up to 50 lbs.
- Ability to work in an active environment.
- Must be able to traverse campus buildings to accomplish projects, meetings, and oversight of physical spaces.

Mental Demands

- Possess mature judgment and be flexible in regards to interruptions.
- Must use good judgment in handling sensitive, confidential, or difficult situations.

- Project a professional image including punctuality and good attendance.
- Must be able to demonstrate initiative, problem-solving abilities, and resourcefulness.
- Ability to work independently and as part of a team.

Working Conditions

- GRCC will comply with any mandated health and safety requirements. Compliance information is available on our policies website.
- Ability to work in a high traffic area.
- Must be able to work long hours including alternate shifts and/or weekends to cover facility events or facility open hours.

NEXT STEPS / APPLICATION PROCESS

- Please fill out an application at https://www.grcc.edu/jobs. Submit a cover letter and resume. The opportunity to apply for this position will close at the end of the day on the close date referenced at the top of this job posting.
- Predictive Index Assessment (behavioral & cognitive) REQUIRED: In order to have your application considered, you must complete the assessments: https://assessment.predictiveindex.com/bo/8MMT/special_events_facility_ops

HIRING PROCESS

GRCC uses an Evidence Based Selection Process, where we make data driven hiring decisions to help mitigate bias throughout the hiring process. As part of this process, candidates will participate in assessments (cognitive and behavioral), reference checks and interviews.

Individuals with diverse backgrounds are encouraged to apply. Grand Rapids Community College is an equal opportunity employer. Visa sponsorship is not available.

NONDISCRIMINATION STATEMENT

Grand Rapids Community College creates an inclusive learning and working environment that recognizes the value and dignity of each person. It is the policy and practice of GRCC to provide equal educational and employment opportunities regardless of age, race, color, religion, marital status, sex/gender, pregnancy, sexual orientation, gender identity, gender expression, height, weight, national origin, disability, political affiliation, familial status, veteran status or genetics in all programs, activities, services, employment and advancement including admissions to, access to, treatment in, or compensation in employment as required by state and federal law. GRCC is committed to reviewing all aspects of GRCC programs, activities, services and employment, including recruitment, selection, retention and promotion to identify and eliminate barriers in order to prevent discrimination on the basis of the listed protected characteristics. The college will not tolerate any form of retaliation against any person for bringing charges of discrimination or participating in an investigation. Further information may be obtained from the EEO Office or the Office of General Counsel, 143 Bostwick Avenue NE, Grand Rapids, MI 49503-3295.