

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: CONFERENCE CENTER COORDINATOR

BASIC FUNCTION:

Under the supervision of the Director III – General Services, coordinates and schedules the use and services of the conference center facility at the Santa Clara County Office of Education by various groups and community organizations; assures compliance with applicable laws, codes, policies and guidelines; serves as a resource to administrators and the public concerning the use of facilities.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Coordinates and schedules the use and services of the conference center facility at the Santa Clara County Office of Education by various groups and community organizations; assures compliance with applicable laws, codes, policies and guidelines; assures satisfactory service delivery to the center's clients and visitors.

Serves as a resource to administrators and the public concerning the use of facilities; responds to inquiries and provide detailed information as requested including estimates for use of facilities.

Establishes and maintains the master calendar of conference center use; prepares reports related to facilities use.

Schedules meetings, in-services, conferences, ceremonies, sporting, cultural arts, and special events; confirms conference center schedule and services with clients; sets-up conference rooms and event space including positioning chairs, tables and operate audio visual equipment.

Oversees and updates the on-line conference room space reservation system; inputs and updates room calendar information on an assigned software program; publishes weekly conference room schedule on to the County Office of Education website.

Receives and reviews conference center reservation requests; processes meeting space applications according to established procedures; notifies applicants of approval or denial.

Answers telephone calls and assists customers with requests; receives and transmits messages; answers questions and provides general information and assistance to callers and walk-in visitors regarding conference center space and facility use.

Determines furniture arrangement; contacts other departments and service providers to obtain audio, video, sound, and lighting equipment, food and beverage services, and/or security; assures equipment and services are provided as requested and resolve related problems.

Enforces health and safety codes related to the conference center facility and services.

Confers with current and potential facility clients in person and by telephone to clarify conference requests, provides suggestions regarding services for audio, visual, sound, and lighting equipment, explains services available and their costs, and interprets related County Office of Education policies and procedures.

Assists organizations in locating appropriate facilities; coordinates use of site facilities with site personnel and the requesting organization.

Prepares invoices for conference center clients; assures payments for use of facilities are received in a timely manner; follows-up with organizations to obtain payments; receives and accounts for facility payments; issues receipts as needed; maintains related records and prepares related reports.

Inventories and orders equipment, materials, and supplies as needed and within established budgetary guidelines.

Determines staffing and security needs for various facility-based meetings and events; estimates and adjusts related costs; verifies time sheets submitted by employees.

Maintains a variety of files and records and prepares statistical and routine reports related to conference center facility operations and equipment.

Assists in the development and preparation the annual preliminary budget for the County Office of Education conference center; reviews budgetary and financial data; assists in controlling expenditures in accordance with established limitations.

Performs a variety of clerical duties related to assigned activities; answers telephones and greets and assists visitors; types, files and duplicates a variety of forms, reports and correspondence; establishes and maintains files for facility transactions.

Communicates with administrators, staff and outside agencies to exchange information, resolves issues and coordinates activities.

Operates a variety of office and audio visual equipment including a printer, copier, sixteen channel mixer microphone, video projector, digital recorder, a computer and assigned software.

Trains and provides work direction to assigned staff.

Attends and participates in a variety of meetings related to assigned activities.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Event coordination and facility use planning.
- Permit documentation, preparation and processing.
- Record-keeping and report preparation techniques.
- Modern office practices, procedures and equipment.

Online meeting space scheduling software.
Interpersonal skills using tact, patience and courtesy.
Oral and written communication skills.
Telephone techniques and etiquette.
Operation of a variety of office equipment, a computer and assigned software.
Audio visual equipment operation and maintenance procedures.
Applicable laws, codes, policies and procedures related to assigned activities.
County office of Education policies, regulations and procedures.
Correct English usage, grammar, punctuation, spelling and vocabulary.
Methods and techniques of public relations.
Basic math.

ABILITY TO:

Coordinate and schedule the use of organizational facilities by various groups and community organizations.
Serve as a resource to administrators and the public concerning the use of facilities.
Interpret, apply and explain applicable laws, codes, policies and procedures.
Work independently with little direction.
Meet schedules and timelines.
Perform clerical duties such as filing, typing, duplicating and maintaining routine records.
Determine appropriate action within clearly defined guidelines.
Prepare reports related to assigned activities.
Prepare and maintain a variety of records and logs.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Work evenings or variable hours.
Prioritize and schedule work.
Answer telephones and greet visitors.
Add, subtract, multiply and divide quickly and accurately.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Graduation from high school, supplemented by college-level course work in business, hospitality, marketing, or public relations, or a related field, and three years of experience coordinating and planning meetings, conferences, special events and related services for an educational services organization or non-profit agency, involving frequent public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office and meeting room environment.
Constant interruptions.
Evening or variable hours.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person or on the telephone.
Dexterity of hands and fingers to operate a computer keyboard.

Reaching overhead and above shoulders to access materials.
Sitting or standing for extended periods of time.
Seeing to read a variety of materials.
Bending at the waist, kneeling or crouching to file materials.
Pushing, pulling or lifting tables, chairs and conference center equipment.

Approved by Personnel Commission: December 14, 2016



Kristin Olson
Director-Classified Personnel Services

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