
Auburn University Job Description

Job Title:	Coord, GPAC Ops & Events	Job Family:	No Family
Job Code:	AB30	Grade 31:	\$31,300 - \$52,100
FLSA status:	Exempt		

Job Summary

Reporting to the Director of Gogue Performing Arts Center (GPAC) Operations, the Coordinator of GPAC Operations and Events coordinates programs and processes that support facility rentals; internal and external events; patron data and stewardship, and related functions.

Essential Functions

1. Working with internal university and external clients, provides facility usage quotes and delivers rental agreements ensuring the best use of venues and resources in support of GPAC's mission.
2. Coordinates internal and external special events including, but not limited to, season announcement, donor and patron receptions, programming and education functions, events in support of GPAC scheduled performances, and other mission based external events.
3. Organizes event set-up logistics by coordinating guest lists and responses, rental equipment acquisition, catering, audio-visual, security, parking, cleaning, and event breakdown; ensuring the event operates in compliance with all applicable Auburn University and GPAC policies and procedures.
4. Serves as a point of contact for internal and external constituents including caterers, equipment rental companies, and other suppliers ensuring event contract specifications are carried out. Communicates with other GPAC departments keeping them informed of the event planning process, monitoring event budgets, and answering questions.
5. Provides customer service to patrons by e-mail, telephone, and in-person including ticket sales and sponsorship processing and fulfillment as needed. Takes opportunities to inform customers of relevant special offers, performances, and/or services. Provides positive and accurate information and customer service in response to inquiries and concerns. Actively resolves customer concerns in a polite, friendly, and helpful manner.
6. Creates targeted lists, segments, and reports for GPAC advancement and marketing efforts for current and potential patrons. Works with advancement and marketing in GPAC stewardship efforts of patrons supporting growth of earned and contributed revenue.
7. Perform other related duties as assigned.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	No specific discipline. Degree in Business, Marketing, Communications, Public Relations, Event Planning, Hospitality Management, or relevant field is desired.
Experience (yrs.)	3	Experience in event planning and management, public relations, or hospitality management. Experience in the performing arts industry is preferred.

Substitutions allowed for Education:

When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of event and hospitality management and communication avenues to reach audiences, accounting and budgeting principles, state and federal contract guidelines, basic math knowledge, basic computer operating systems knowledge, event protocols and etiquette knowledge. Ability to maintain effective interpersonal relationships. Ability to communicate effectively in both oral and written form.

Certification or Licensure Requirements

CPR and AED certifications required or must be obtained within the first 180 days of employment.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires standing, walking, sitting, reaching, talking, hearing, handling objects with hands, and lifting up to 25 pounds.

Job occasionally requires climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 10/6/2021
