



**City of Rapid City
Civic Center Scheduling Coordinator
Position Description**

Page 1 of 2

Job Title: Civic Center Scheduling Coordinator
Department: Civic Center
Division: Production
Reports To: Stage Manager
FLSA Status: Non-Exempt
Classification: Non-Union

Grade: 10
Prepared By: Casey Martin
Prepared Date: December 23, 2017
Approved By: Craig Baltzer
Approved Date: 01.03.2018

SUMMARY

The Civic Center Scheduling Coordinator is responsible for scheduling, reviewing, and coordinating stagehand staff coverage within the Civic Center to ensure required staffing levels. Assists with maintaining files and reports, recruiting, hiring and onboarding of part-time stagehands.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following, other duties may be assigned:

- Schedule stagehands to perform the move in, set-up, running, and move out of all events to include performances, rehearsals, concerts, lectures/seminars, banquets, conferences, expos, meetings, receptions, weddings, etc.
- Ensure appropriate staffing levels needed to provide the contractual and required production support for all Civic Center events.
- Schedule stagehands for other work calls including equipment maintenance and repairs, and training sessions.
- When needed, work with City approved third-party labor vendors to provide additional stage labor.
- Assist Civic Center Stage Manager with Production Unit's Human Resource responsibilities including recruiting, hiring, and onboarding of new stagehands.
- Assist Civic Center Stage Manager in maintaining the Unit's skill matrix so as to better determine future staff hiring and training needs.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: A minimum of one (1) year scheduling and/or dispatch experience required. This position also requires superior professional verbal and written communication and customer service skills. Must possess demonstrated effective interpersonal and relationship management skills along with ability to partner and effectively with staff and managers of diverse backgrounds and skill sets. Must possess proven performance of ability to work professionally under pressure while maintaining composure and poise. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

Other Knowledge/Skills/Abilities (KSAs): This role requires the incumbent to be an enthusiastic, responsible collaborative team member dedicated to the challenge of helping other people. Must possess strong ability to exercise independent judgment and discretion regarding confidential matters. Must be a self-starter with the ability to perform with little or no direct supervision. Demonstrated knowledge of office procedures, ability to interact effectively with the public and employees. Ability to work effectively and efficiently to meet deadlines and pay close attention to detail.



**City of Rapid City
Civic Center Scheduling Coordinator
Position Description**

Page 2 of 2

Communication Skills: Ability to read, analyze and interpret plans, drawings, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentage.

Reasoning Ability: Ability to apply common sense understanding to carry out written and verbal instructions. Ability to deal with problems involving variables in related processes and situations. Ability to maintain confidentiality and integrity of Human Resources information.

Computer and Administrative Skills: Knowledge of Microsoft Office[®] products (specifically Word Excel) and familiar with or ability to learn the HRIS (Human Resources Information System). Must possess high attention to detail.

Certificates, Licenses, Registration: Must possess a valid South Dakota driver's license or ability to obtain within 30 days from date of hire.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Preferred qualifications: A score from the National Career Readiness Certificate (Silver, Gold or Platinum) is highly preferred.

OTHER SKILLS AND ABILITIES

Demonstrated knowledge sufficient to perform essential functions in operating office machines, including computers and spreadsheet software, practices and procedures of record keeping. Ability to maintain records and prepare reports, to communicate effectively with the general public, including senior citizens and non-profit agencies.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.