



General Summary of Classification:

Serves as the Henrico Sports and Entertainment Authority's (HSEA) primary onsite representative and liaison; participates in meetings between the venue's contracted operator, tournament organizers, event promoters, vendors and other strategic event partners to ensure successful facility preparations and event execution; performs related duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Monitors the contracted venue operator's day-to-day management of the venue and handling of every aspect of their assigned events from the advance planning stages through the end of the event, includes preparing an array of related documentation, reports, and providing feedback/recommendations to HSEA related to the venue operator's performance;
- Oversees or coordinates all aspects of the planning and execution of various types of events held at the Henrico Sports and Events Center to ensure the event's success and each person who visits the venue has the highest quality experience;
- Procures or contracts with identified resources as needed according to current procurement and fiscal guidelines;
- Recognizes, investigates and resolves event-related issues, including participants' and visitors' complaints, in a professional manner to ensure the safety and satisfaction of event participants, vendors and attendees;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Demonstrated ability to monitor and oversee or coordinate the planning and management of logistics, site and event-related equipment set-up, vendors, support staffing/operations personnel, venue maintenance during events and post-event breakdowns/cleanup of various types of events including sporting events; sound working knowledge of County and community resources and contacts; sound working knowledge of contracts and contract management; sound working knowledge of crowd control, safety and emergency management protocols and resources.
- **Technical:** Consistently excellent organizational skills, time management skills and meticulous attention to detail; sound working knowledge of the techniques, tools and equipment used in general athletics; ability to develop a sound understanding of various specialized sports' athletic techniques, tools, and equipment; sound computer skills with the ability to use typical business software, proprietary software and apps, and various wireless technologies and peripherals for communications, to complete assigned tasks, and to prepare accurate detailed files, records, and reports.
- **Interpersonal, Communication and Customer Service:** Develops and maintains sound working relationships with a diverse array of venue and event related stakeholders, as well as a diverse array of community leaders and sports management persons; communicates and interacts professionally with venue operator's staff and diverse target audiences of relevant stakeholders and event attendees; excellent collaborative skills with an ability work independently and as part of a team.
- **Decision-making and Authority:** Consistently demonstrates excellent troubleshooting, critical thinking and problem-solving skills and makes sound appropriate decisions, including quickly and under pressure .
- **Leadership:** Serves as HSEA's primary onsite point of contact for the contracted venue operator and event stakeholders, and during event planning and execution; collaborates effectively with a diverse array of venue and event stakeholders.
- **Environment:** Typically works in an indoor setting; may be required to work in an outdoor setting or travel; location and event conditions may include adverse temperatures as well as other site challenges such as stairs, slippery conditions, maneuvering and performing duties in tight spaces, and performing assigned duties in noisy and/or crowded conditions.
- **Physical:** Visual and hearing acuity sufficient to recognize and mitigate safety hazards for self and others, to interact effectively with vendors, coworkers, the public and other relevant stakeholders, and to safely direct and assist with a variety of assigned duties. Physical ability sufficiently and safely lift 30 or more pounds safely with and without assistance; safely perform physically demanding duties such as loading and unloading equipment, setting up and removing booths and organizing and handling other event related equipment as needed or assigned, standing or sitting for hours without a break, and safely performing a wide array of hands-on, direct service and support duties as needed.

Minimum Education and Experience:

Education: Relevant four (4) year degree with coursework in event planning, sports management or venue operations;

Experience: Four (4) years of relevant experience managing public events, tournaments and related facilities' operations;

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.):

- Valid driver's license to perform assigned duties at various locations.
- May be required to travel and work a flexible schedule which will include days, nights, weekends and may include some holidays.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.