

Class Code: G11
City of Anaheim
Class Specification

CLASSIFICATION:
BOOKING AND SCHEDULING SPECIALIST

Definition:

Under supervision, to perform responsible clerical duties related to scheduling of facilities at Brookhurst Community Center and other Community Center facilities; to communicate with clients and to perform routine clerical work associated with facility functions.

Examples of Essential Job Functions:

On a daily basis, checks facility for signs of burglary, vandalism and/or maintenance problems; notifies management of occurrences.

Unlocks facility for public access; raises American and California flags.

Reviews room setups for the day against request and corrects if needed.

Answers facility phones, providing information regarding facility availability and rental requirements; directs calls to other facility staff as necessary.

Disseminates facility and park information to other departments and the general public over the phone and in person.

Shows facilities to prospective clients; answers questions.

Clarifies in person and by phone, booking information to prospective clients.

Receives and reviews contracts for completeness; obtains any required additional information and/or clarifies issues; refers alcohol contract to supervisor for final approval.

Accepts fees for facility rental; prepares paperwork and processes for deposit into appropriate accounts.

Accepts monies due from catering service; verifies balances against contract requirements; resolves any conflict; processes for deposit.

Provides clients with information regarding contractual obligations.

Reviews permits, licenses and insurance certificates prior to actual facility rental; ensures compliance with contract and city policies, regulations and ordinances.

Assists clients to meet community center operational and safety procedures by answering questions and advising of content of such procedures.

Maintains the facilities master calendar and various files and records.

Prepares required paperwork to process refunds and other money disbursements to clients.

Interacts with a variety of community groups.

Assigns work to and assists in training of part-time staff; ensures employees scheduled for adequate coverage during events.

Ensures beverage set up for department events occurring at the facility.

Notifies Maintenance of necessary facility repairs by completing work orders for supervisor's approval; coordinates time with Facility Maintenance and/or outside contractors for major repairs and/or replacements to ensure minimal facility down time.

Operates a variety of office equipment such as a calculator, copy machine and computer terminal; and sets up and/or operates dual six (6) gallon coffee urn, warming ovens, portable 55 coffee maker, VCR, 16mm projector, slide projector, overhead projector, public address system and exterior light timers.

Ensures adequate inventory of office and beverage supplies; orders as necessary.

Contacts police or marshal's department to verify off duty coverage of events.

Second in line to resolve evening and/or weekend problems that part-time staff is unable to handle.

Performs other job-related duties as required.

MINIMUM REQUIREMENTS:

Experience in: Performing responsible journey level clerical work.

Knowledge of: English usage, spelling, grammar and punctuation; record keeping methods; business telephone etiquette; basic accounting and bookkeeping procedures; modern office equipment and procedures; and event scheduling.

Ability to: Tour facilities with clients and answer general procedural questions; review contracts for completeness; make independent decisions using good judgement; understand pertinent procedures and functions quickly and apply them without immediate supervision; maintain the master event calendar accurately; read, understand and apply difficult materials; maintain accurate records and files; professionally interact with clients and guests; operate a variety of office and kitchen equipment safely; plan, organize and follow up on events; establish and maintain effective working relationships with those contacted in the course of work.

Physical Requirements: None

License and/or Certification Required: Possession of, or ability to obtain an appropriate valid California Driver's license by date of appointment. Incumbents are required to be available, as directed by management; during off-hours and weekends while scheduled events are in progress.

Supervision Received: Works under technical supervision of a Recreation Supervisor who periodically reviews work in progress and completed work.

Supervision Exercised: Coordinates schedules for part-time staff. Does not hire, fire, evaluate or discipline.

Career Ladder Information: Experience gained in this classification may serve to meet minimum requirements for promotion to Meeting Room Coordinator or a related class.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.