JOB DESCRIPTION

TITLE
Coordinator, Operations & Event Management

JOB SUMMARY
The Coordinator is responsible for all aspects of operational planning and management of home events and special events sponsored by Athletics, and assists in executing successful game-day initiatives. Work is performed under the general supervision of the Assistant Director of Athletics for Business Affairs. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Assistant Director of Athletics for Business Affairs

Supervises: Student Assistants, Interns

ESSENTIAL DUTIES - May include, but not limited to the following:

- Provides guidance and leadership to all Athletics staff to execute successful home games, meets and special events (such as postseason contests).
- Oversees the staging and management of all home athletics events, performing non-standardized work requiring the employee to work out production methods, schedules, and priorities as they relate to each individual sport.
- Works collaboratively with the direct supervisor, coaches and staff to schedule events and secure support from such units such as the Department of Public Safety, Landscape Operations and Custodial Services.
- Serves as the designated event administrator for assigned home events.
- Hires, trains, schedules, and supervises the student assistants/interns/volunteers who assist with home event management in such areas as tickets, concessions, and game/meet operations.
- Responsible for complying with University and State rules governing cash handling and reconciliation of funds.
- Tracks sales, maintains and monitors all concessions inventory.
Ensures that each paid concessions worker that handles food successfully complete the food-handler training course.

Responsible for managing all aspects of ticket sales, including the online ticketing system, credit card system, and determining official game attendance based primarily upon ticket sales.

Assists the Assistant Director of Athletics for Business Affairs with sales/event reconciliations and general customer service.

Responsible for the implementation of TWU, Lone Star Conference, and NCAA rules and regulations pertaining to game management.

Conducts purchasing and maintenance of Athletics equipment, within University procedures.

Works closely with the Pioneer Hall Facility Manager, other Facilities Management staff (custodial services, landscaping, and building maintenance), the head coaches and the sports medicine staff in the maintenance of athletics facilities.

Serves as the department's liaison to outside groups using athletics facilities: communicate necessary information to outside visitors utilizing athletics facilities (i.e. parking, maps of campus).

Responsible for writing and executing Facility Use Agreements for facility rentals.

Works with Athletics clerical staff with invoices for facility rentals.

Assists the Assistant Director of Athletics for Business Affairs in developing and managing budgets for operations.

Supports and participates in the department's commitment to community service.

Commits to and is responsible for adhering to all rules and regulations set forth for the team, the University, the Lone Star Conference and the NCAA with the utmost integrity.

Works cooperatively with personnel in the athletics department, attends department meetings and activities, and always represents the University positively when interacting with the community, alumni, high school and club coaches, and media.

Interprets and assists in recommending and execution of updates to policies and procedures for department as needed.

Completes other assigned duties in a timely manner.

ADDITIONAL DUTIES

Attends seminars, conferences and other professional development opportunities as deemed necessary.

Participates on Athletics, University, state, regional and national committees.

Implements Athletics' strategic plan as part of the Division of Student Life's strategic plan in conjunction with the University's strategic plan.

Performs other duties as requested.

EDUCATION

Bachelor's degree required. Major course work should be in Sport Management, Sport Administration, or closely related discipline.
EXPERIENCE

Minimum of two years or seasons of relevant experience in a collegiate, professional and/or minor league sports setting. Current certification in first aid, cardiopulmonary resuscitation (CPR) and automatic external defibrillator (AED) use is preferred at the time of hire, and will be required within the first thirty (30) days of employment. Current Certified Food Protection Manager certificate is preferred at time of hire, and it will be required within (60) days of hire.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Demonstrated knowledge of the day-to-day operations of an intercollegiate athletics department.
- Knowledge of appropriate cash-handling practices and the ability to demonstrate proper security of all department assets.
- Ability to follow University purchasing policies, and make purchases within established parameters, working with Athletics clerical staff.
- Knowledge of desktop applications including Microsoft Office.
- Knowledge of, and ability to learn various ticketing, credit card processing, and other event-specific software in either PC and/or Mac platforms.
- Knowledge of NCAA Division II rules and regulations.
- Knowledge of game and special event management.
- Strong verbal and communication skills.
- Strong supervisory skills.
- Ability to establish job standards for student workers and interns, and effectively evaluate and provide consistent feedback to the part-time staff under charge.
- Strong orientation towards superior customer service.
- Ability to thrive in an environment that at times requires independence and at times requires working as part of a team, and the ability to discern between the appropriate approach.
- Ability to weigh institutional priorities, make sound decisions and escalate where appropriate.
- Ability to drive various kinds of utility vehicles designed for transporting equipment and supplies.
- Ability to adhere to all policies, rules and regulations of the university, the Lone Star Conference and the NCAA.
- Must be dependable, flexible and willing to work additional hours during peak periods, including weekends and holidays.
- Ability to travel occasionally.
- Ability to hire and supervise qualified assistants and student workers.
• A proven record in following directives and being responsible for tasks which have been assigned.
• Ability to handle multiple tasks in a fast-paced environment as needed.
• Ability to attend seminars, meetings and other professional development opportunities at or away from TWU.
• Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
• Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
• Knowledge of management methods and ability to provide administrative guidance within area of responsibility and provide direct training and supervision as needed.
• Ability to apply budgeting and fiscal planning techniques within financial constraints.
• Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
• Ability to communicate effectively - orally, by phone, in person, and in writing.
• Ability to respond to emergency situations in a timely and professional manner with tact and restraint.
• Ability to represent the department and University in a friendly, courteous and professional manner.
• Ability to use a personal computer and other office equipment, including related university software and email.

**PHYSICAL DEMANDS**

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel. The employee is required to work nights and weekends. Ability to ascend and descend ladders. Ability to ascend and descend stairs. Ability to lift and/or move up to 50 pounds.

**WORK ENVIRONMENT**

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.
SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: ________________________ Date: ______________

Employee Printed Name: __________________________

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.