Rental Services Coordinator (#5772)

Job Description

Department: Cal Performances
Classification: Events Specialist 2
Title Code: 6291U Non-Exempt
Percent Time: 100%
Supervisor's Title: Rental Business Manager
Personnel Program: Personnel Policy for Staff Members (PPSM)
Contract Period: March 2020 through June 2021

Introduction

Cal Performances is recruiting a contract position of Rental Services Coordinator.

Cal Performances is the performing arts presenting, commissioning and producing organization based at the University of California, Berkeley. The mission of Cal Performances is to produce and present performances of the highest artistic quality, enhanced by programs that explore compelling intersections of education and the performing arts. To learn more about Cal Performances, please visit http://calperformances.org/.

The Rental Services Coordinator is primarily responsible for coordinating campus departments and Registered Student Organizations (RSO) venue rental events in the various Cal Performances’ venues which include Zellerbach Hall and Wheeler Auditorium. Responsibilities include meeting with each campus organization to act as a lead contact between the campus unit and the RSO group for all venue rentals. The incumbent assists renters by explaining the campus major events policies; informing renters of the required time lines, ensuring submission of campus forms in a timely manner, meeting the ASUC advisors, and overseeing the insurance programs as required by the campus risk manager.

Additionally, the Rental Services Coordinator assists in identifying clients’ needs, researching various options, analyzing each event plan, interpreting production needs, and communicating production related information and schedules to the Cal Performances event operational supervisors or managers.

Responsibilities

Duties include but are not limited to:

Coordinate rental and recharge actives

• In coordination with the Rental Services Manager, the Rental Services Coordinator actively engages each recharge or RSO group to explain the rental and venue policies including the rental process, event costs, ticketing requirements, production and labor needs and the event operational expectations.
• Responds to all new recharge or RSO inquiries regarding the use or potential use of Cal Performances facilities.
• Issues event questionnaires to each inquiring client, document and retain their responses in Art Vision software, assist with their event operational inquiries, and meet with them as necessary.
• Meets with each department sponsor to ascertain event production requirement, advise them on each event planning detail and then recommend the best practices for them to achieve a successful event.
• Obtain technical information from each client then discuss their production requirements with Cal Performances production manager and event management staff.
• Develops and updates all campus recharge promotional materials in coordination with the Rental Services Manager.
• Actively identifies, develops and maintains relationships with campus organizations that are interested in renting venues for their productions. Hosts tours for members and potential clients.
• Responds promptly to each expense or income inquiry either by the client or CP management.
• Maintains revenue/income billing management system for the campus recharge program in Arts Vision software or other systems as required.
• Initiates, manages, and keeps current the campus recharge venue holds, confirmation, facility production calendar in Arts Vision software or other systems. Including the distribution of each event operational requirement to the Cal Performances staff, ASUC Lead Center and appropriate University personnel.
• Maintains complete file of recharge event details (including initial contact records, reservation forms, cost estimates, event reports, final expenditures, publicity materials and any other pertinent information) in Arts Vision software. Assist in the creation of accurate billing statements for all campus recharge events immediately following each event.
• Coordinates all campus Commencement activities in Cal Performances venues, including, but not limited to scheduling, distribution, collection and collation of information, Reservation Request Forms, questionnaires, and other required paperwork as required by the Rental Services Manager or the Event Operations Manager.
• Attends required operational or production meetings and provides detailed information on upcoming recharge events and prepare to report on past recharge events.
• Assists in the development of business plans to increase Cal Performances recharge revenue.

Event Management
• Serves as the University contact and liaison to artists and artist representatives, campus users and production personnel from advance work through strike and load out.
• Collects, interprets, organizes, and distributes event information to appropriate staff.
• Coordinates orders for vendors and services required in support of events and submits them in a timely manner, in accordance with university guidelines. Examples of such orders might include, but are not limited to: sound, lighting, projection, backline, sets and props, hospitality, parking, instrument tuners, and etc.
• Coordinates the timely start of each assigned performance by communicating with the House Manager, production crew and company representative as appropriate. Makes pre-show announcements to audience as needed.
• Oversees the ordering and presentation of backstage hospitality, providing optimal service within the given space and budget.
• General oversight of Cal Performances technical crew at productions, including lead electricians, lead carpenters, sound crew, regular crew, production assistants, backstage door attendant, on and off campus vendors and service providers.
• Coordinates required ancillary activities such as artist transportation, receptions, and recording of events,
• Provides a written production report after close of the event detailing problems that arose and how they were resolved, notes for future reference, vendor notes, crew notes, facility notes, and comprehensive financial data.
• Addresses problems that have occurred during the run of an event immediately or at the close of the event as appropriate.
• Supervises student or casual event staff, as necessary.

Skills, Knowledge & Abilities

Required Qualifications
Solid experience and working knowledge of event and rental management in a performing arts/theater environment.

Excellent interpersonal and communication skills to successfully interact with a diverse constituency. Excellent organizational and time management skills. Ability to independently follow through and complete projects within deadlines. Ability to multi-task, manage among tasks and competing deadlines, handle frequent interruptions and maintain a high level of productivity. Flexibility to adapt quickly and easily to changing situation and priorities in a calm and professional manner.

Excellent customer service skills and techniques to successfully build and maintain positive customer relations and provide quality service.

Ability to work under pressure of deadlines in a fast paced environment.

Professional skills and strong ability to handle sensitive and difficult situations with diplomacy.

Excellent analytical and investigative skills to elicit information needed to clarify inquiries and requests.

Strong ability to work efficiently with others such as to obtain, understand and give adequate consideration to other’s priorities, opinions, and concerns, to provide solutions to problems and to assure reciprocal cooperation from others.

Excellent working knowledge and skills in budget management and contract negotiation.

Strong writing skills to prepare a variety of correspondence, reports, policies, procedures, and marketing documents.

Excellent working knowledge of computer systems and software including work processing, spreadsheet, and data management software. Ability to learn new software programs quickly.

Ability to work nights, weekends, and holidays when necessary.

Ability to operate a motor vehicle and maintain a valid driver’s license.

Strong appreciation and knowledge of music, dance, and theater production highly desired.

Bachelor’s degree in related area and/or equivalent experience/training.

Other Information
This is a full-time, benefited contract position with an employment period of March 2020 to June 2021.

How to apply: Please visit https://jobs.berkeley.edu/ and log into the website as an Internal Applicant by using your CalNet ID and passphrase. Once you log into the website, please search by the Job ID #5772 for a complete job description and to apply. You can also use the following link to go directly to the job posting:

https://ucpath.universityofcalifornia.edu/peoplesoft-native/EMPLOYEE/HRMS/c/HRS_HRAM_EMP.HRS_APP_SCHJOB.GBL?Page=HRS_APP_JBPST&Action=U&FOCUS=Employee&SiteId=22&JobOpeningId=5772&PostingSeq=1