

Rental Services Coordinator (#45276) Job Description

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

Introduction

Cal Performances of University of California, Berkeley is recruiting a career position of Rental Services Coordinator.

Cal Performances presents and produces outstanding artists from the Bay Area, the United States, and around the world in performances and community programs which promote excellence, innovation, diversity, education, and community involvement, with the fundamental belief that the arts are vital to our society locally, nationally, and internationally. To learn more about Cal Performances, please visit <https://calperformances.org/>.

The Rental Services Coordinator is primarily responsible for assisting the Rental Business Manager with the everyday working of the rental and recharge program with Cal Performances. Primarily coordinating campus departments and Registered Student Organizations (RSO) with the venue rental process from original inquiry to processing the final bill. Responsibilities include meeting with each campus organization to act as a lead contact between the campus unit and the Registered Student Organization group for all venue rentals. The incumbent assists renters by explaining the campus-wide policies applicable to our department, including but not limited to the major events policy; informing renters of the required time lines, ensuring submission of campus forms in a timely manner.

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 operations and production teams.

Responsibilities

Duties include but are not limited to:

Coordinate rental and recharge activities

- In coordination with the Rental Services Manager, the Rental Services Coordinator actively engages each potential client 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 inquiries regarding the use or potential use of Cal Performances venues. Manage potential client and booked client requests using request management software (currently Teamwork Desk).
- 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 requirements, 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 the Rental Services Coordinator to establish next best steps.
- Assists with the development and implementation of all campus recharge promotional materials.
- Actively identifies, develops and maintains relationships with campus organizations that are interested in renting venues for their productions.
- Manages the venue tour calendar and collaborates with the production and operations management team to make sure tour dates and needs are addressed and properly managed.
- Hosts tours for 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. Administers rental documents including the preparation and timely receipt of licensing agreements, deposit checks, insurance certificates, ticketing set-up forms, signage set-up forms, and other forms and agreements.
- Support in the coordination of 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 prepares to report on past recharge events.
- Assists in the development of business plans to increase revenue for the rental & recharge program.

Event Management

- Serves as a University contact and liaison to renters as they prepare to utilize venues.
- 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.
- Administers rental documents including the preparation and timely receipt of licensing agreements, deposit checks, insurance certificates, ticketing set-up forms, signage set-up forms, and other forms and agreements.
- Oversees, when necessary, the ordering and presentation of backstage hospitality, providing optimal service within the given space and budget.
- Provide necessary and timely information to 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.
- Ensure information about required ancillary activities such as artist transportation, receptions, and recording of events is documented in the event management system.

- Ensure that event operations staff provide written production reports after the close of each event which details problems that arose and how they were resolved, notes for future reference, vendor notes, crew notes, facility notes, and comprehensive financial data.
- Share problems that have occurred during the run of an event immediately or at the close of the event as appropriate to appropriate colleagues to promote continuous improvement.
- Responsible for enforcing policies and procedures with clients and colleagues as they pertain to the rental program within Cal Performances and the greater UC Berkeley Campus Community.

Supervises student or casual event staff, as necessary.

Perform other duties as needed

Skills, Knowledge & Abilities

Required Qualifications

- Solid experience and working knowledge of event and rental management in a conference, association, meeting, and/or entertainment 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 situations 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 others 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 word 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 in event management, client relationship management, performing arts, and entertainment are highly desired.
- Bachelor's degree in related area and/or equivalent experience/training.

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DIRECTIONS:

1. Select the link to access our careers site.
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3. Review the job description and select the Apply button to begin your application.

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