



City of Irving Job Description

Booking Assistant

FLSA Status:	Non-Exempt	Job Department:	Arts & Culture
Job Code:	3392	Reports To (Job Title):	Arts Assistant Executive Director - Operations

PURPOSE

To promote sales, coordinates and negotiations of booking needs and requests, including executing contracts, collecting deposits and rental fees, and providing tours of facilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Initiate contact with clients for the purpose of selling available space at IAC.
- Conduct tours of theaters, meeting rooms, rehearsal and reception halls, and galleries for the purpose of facility rental.
- Calculate and provide estimates and proposals of space use.
- Create and amend events records in software booking program according to established booking protocols.
- Reserve venues, which includes coordinating dates, times, equipment, labor and space requirements.
- Issue booking contracts, which includes invoicing and processing deposits and payments.
- Work with accounting to ensure all collection are recorded and returned as needed.
- Create and maintain client files.
- Assist clients by referral to the Irving Convention and Visitor's Bureau (ICVB), local restaurants and other service providers as needed.
- Coordinate user insurance program for all venue bookings.
- Manage client communication for rental inquiries and booked events, which includes assessing client needs and advising them; communicate with operations staff to fill event needs as required.
- Serve on operations team and attend weekly meetings, conducting meetings in the absences of Assistant Director of Operations.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Assist with telephone and reception duties.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 7 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Manages billing and collections for \$400,000 in facility user fees and \$50,000 in deposit and insurance fees annually.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- High School diploma or equivalent plus some college or vocational training.

EXPERIENCE

- Minimum of four (4) years of increasingly responsible customer service and clerical experience required.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid, appropriate state-issued driver's license is required.

KNOWLEDGE OF

- Customer and Personal Service: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Sales and Marketing: Principles and methods involved in showing, promoting, and selling services and locations. This includes marketing strategies and tactics, sales techniques, and sales control systems.
- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Office Systems: Administrative and clerical procedures and systems such as word-processing, filing and records management systems, form design principles, and other office procedures.
- Computers and Electronics: Computer hardware and software including applications and programming, especially ticketing programs and database applications.

SKILLS AND ABILITIES IN

- Service Orientation: Actively looking for ways to help people.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Goal-oriented Communication: Effectively structuring questioning, answering, and listening interactions with clients to determine their needs in difficult situations.
- Problem Solving: Working with clients to ensure event objectives are met, which includes devising safe solutions within IAC policies for special client requests.

- Persuasion: Convincing others to approach things differently.
- Creative Thinking / Originality: Developing unusual or clever ideas about a given topic or situation, or developing creative ways to solve a problem. This includes devising positive solutions that meet IAC policies and ensure client event success.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Mechanical/Technical: Safely operating diverse equipment and/or systems.
- Speaking: Talking to others to effectively convey information.
- Solution Appraisal: Observing and evaluating the outcomes of a problem solution to identify lessons (so as to) redirect efforts.
- Negotiation: Bringing others together and trying to reconcile differences.
- Identification of Key Causes: Identifying the things that must be changed to achieve a goal.
- Oral Expression: Communicating information and ideas in speaking so others will understand.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Speech Recognition: Identifying and understanding the speech of another person.
- Speech Clarity: Speaking clearly so that it is understandable to a listener.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.

GUIDANCE RECEIVED

General Instructions and Established Precedent/Procedures

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

CONTACTS

Internally, this position regularly engages with Irving Arts Board members, City of Irving Directors, and/or division heads. Externally, this position has high visitor, client and vendor contact. Often, it is the first contact with facility visitors and potential users, both on the phone and in person. Further, it interacts with the Irving Convention & Visitor's Bureau (ICVB) and the Chamber of Commerce.

EQUIPMENT AND PROPERTY

Office machinery (Copier, fax, scanner), computer, printer, bankcard machine and telephone equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to listen, see, sit, reach, walk, climb and/or talk. Occasionally, s/he is required to drive a vehicle, lift up to 10 pounds, and/or stand. Rarely, s/he is required to pull or push.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.