



### **Events Operations Coordinator, Scheduling & Events**

The Music Center is one of the largest and most highly regarded performing arts centers in the country. As L.A.'s premier performing arts destination, The Music Center convenes artists, communities and ideas with the goal of deepening the cultural lives of every resident in Los Angeles County. The non-profit performing arts organization has two divisions: The Music Center Arts (TMC Arts) and The Music Center Operations (TMC Ops). TMC Arts, The Music Center's programming engine, provides year-round programming inside The Music Center's four theatres, on Jerry Moss Plaza, outside at Gloria Molina Grand Park—a 12-acre adjacent green space—and in schools and other locations all over Los Angeles County. TMC Arts presents world-class dance with Gloria Kaufman Presents Dance at The Music Center, free and low-cost public concerts and events, as well as K–12 arts education programs. TMC Ops manages the theatres, the Plaza and Grand Park on behalf of the County of Los Angeles. The Music Center is also home to four renowned resident companies—Center Theatre Group, Los Angeles Master Chorale, LA Opera and LA Phil.

#### **Job Summary:**

The Event Operations Coordinator (EOC) serves as part of the Scheduling & Events department's core events team. The EOC assists in the planning and execution of events, coordinating events of various sizes and complexity across campus, while simultaneously organizing multiple events in various stages of completion. The role maintains effective communication with clients and stakeholders and arranges operational deliverables on the day of the event. The position shares responsibility with the department for maintaining the Master Calendar, managing space usage, billing, lease event booking and management, event planning support and execution, and accountability to the LA City Fire Marshal for all public assemblage events on campus.

#### **Job Scope:**

Working under broad direction of the Director of Scheduling and Events, the Event Operations Coordinator (EOC) works collaboratively with programming teams and event planners to ensure that an event runs smoothly from inception to execution. As assigned by the Senior Events Operations Manager, the EOC is Responsible for event planning, event logistics, and on-site event duty, the EOC provides operational oversight and troubleshooting for events to ensure a smooth event workflow, safety requirements and exceptional guest experience. The EOC will navigate varied events schedules that require administrative work and in the field event management. Additionally, the EOC will liaise with internal and external stakeholders to coordinate and deliver operational support for events, working closely with TMC Ops colleagues in Scheduling & Events, Building Services and Engineering, Guest Relations, Housekeeping, Production, and Security. The EOC will also collaborate with campus stakeholders, including Resident Companies (LA Phil, LA Master Chorale, LA Opera, Center Theatre

Group), TMC Arts and TMC Business Services, Parking Company of America (garage operator), Levy/Hope and Grand Events (catering), government and regulatory agencies, and third parties.

**Job Responsibilities:**

- Responds to inquiries on a timely basis.
- Reviews and processes space usage requests with accuracy on a timely basis.
- Performs follow through with clients and colleagues to ensure operational needs and staffing plans are moving forward and met, and updates Department colleagues on the current status of events.
- Adds event details into database system efficiently and accurately. Generates thorough Event Orders.
- Attends and participates in meetings and walk-throughs with clients and stakeholders, providing accurate information and updates.
- Gathers event cost estimates and tracks changes as event plans evolve.
- Creates usher staffing plans and coordinates support from operations departments.
- Reviews diagrams and creates drawings-to-scale as needed.
- Briefs Usher supervisor, Guest Services Crew lead, and Security on event plans and logistics on day of event.
- Conducts physical inspections of event area prior to guest arrival to ensure compliance with fire and occupancy codes, safety, and proper set-up.
- Ensures proper load in/setup and load out/breakdown of events.
- Conducts post-event inspections to ensure proper restoration of spaces.
- Performs event duty, serving as main point of contact, collaborating with stakeholders and ensuring exceptional guest experience and safety. Liaises with Fire Marshal for assigned events.
- Organizes and maintains event files, including drawings, operational needs, and debrief notes.
- Shares duties with department for updating the campus Master Calendar, inputting schedules and performing data entry with responsiveness, timeliness, accuracy and thoroughness in adherence with Department Guidelines.
- Communicates and escalates issues to supervisors.
- Performs other related duties and projects as assigned.
- Works overtime as required.
- Works early mornings, evenings, weekends, and holidays as needed.

**Supervisory Responsibilities:** None

**Qualifications:**

- 3+ years progressive experience in event planning and execution of events at a multi-use facility.
- High school diploma or equivalent.
- Strong project management skills: attention to detail and ability to effectively prioritize.
- Must be able to advance multiple events simultaneously and in varying stages of completion.
- Knowledge of event space management system highly desired.

- Proficient with Microsoft Office Suite or related software. Training provided for computer generated drawing software.
- Familiarity with local fire and occupancy codes and regulations or crowd management experience desired.
- Excellent verbal and written communication skills.
- Must be highly dependable, punctual, and committed to working a flexible schedule.
- Must be a team player.
- Excellent interpersonal and customer service skills.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Must be able to work independently and collaboratively across all Music Center departments. Responsive and collaborative spirit.
- Adaptability to successfully navigate changing needs.
- Ability to function well in a fast-paced environment.
- Passion for the arts a plus.

**Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer.
- Ability to stand or stay on feet for extended periods of time of one or more hours; must be able to work outdoors, exposed to weather conditions.
- Must be able to lift up to 15 pounds at times without assistance.

**Schedule:** Scheduling & Events works a hybrid schedule. The Event Operations Coordinator is required to be onsite for assigned events (including load-in through load-out days) and will share weekly onsite office coverage with the rest of the department for normal business hours (Monday-Friday, 9am-5pm). This office coverage is in addition to event assignments and typically entails a minimum of two assigned business days per week in the downtown LA office. New hires can expect to spend more time on campus during the onboarding phase in order to gain knowledge of venues and familiarity with stakeholders.

**Vaccination Policy:** The Music Center requires its employees to be vaccinated against COVID-19, subject to certain exemptions as required by law. New hires working at The Music Center must be fully vaccinated against COVID-19, receiving either the primary 2-dose or 1-dose vaccine. At the Music Center, fully vaccinated is defined as 14 days after receiving the second dose of the 2-dose vaccine (Pfizer or Moderna) or 14 days after receiving the 1-dose vaccine (J&J). Please contact The Music Center's Human Resources Department for a copy of the vaccination policy.

**Pay Range:** \$24.00/hour - \$27.47/hour. This is a full-time, non-exempt hourly position. The weekly administrative schedule is 35 hours per week, approximately 9am-5pm M-F, with adjustments to accommodate special events and activities. Compensation package includes medical, dental and vision plans, sick and vacation accruals, and 401(k) savings plan with employer contribution.

To apply, please click [here](#).

**EQUAL OPPORTUNITY EMPLOYER**