

# SMART FINANCIAL CENTRE AT SUGAR LAND

**POSITION:** EVENT COORDINATOR  
**DEPARTMENT:** Event Services  
**REPORTS TO:** Director of Programming  
**STATUS:** Full-Time-Exempt

## Summary

ACE SL, LLC ("ACE") has an excellent and immediate opening for an Event Coordinator at Smart Financial Centre at Sugar Land ("SFC"), in Sugar Land, Texas. SFC is the Houston area's newest state-of-the-art entertainment venue. ACE is seeking qualified applicants for the Event Coordinator position. The Event Coordinator facilitates event preparation and operational matters for performances, meetings, and special events as assigned by the Director of Programming. The Event Coordinator serves as the interface between the facility and its clients and patrons, ensuring all elements of clients' events are thoroughly vetted among the SFC departments while insuring adherence to the SFC rules, regulations and policies.

## Essential Duties and Responsibilities

Include the following:

- Communicate with clients to obtain necessary technical requirements and other event related information.
- Prepare cost estimates and monitor final billing.
- Inspect buildings and specific public areas to evaluate suitability for occupancy, considering such factors as air circulation, lighting, location, expected crowd-size and event requirements.
- Ensure that the equipment, physical set-up and personnel provided meet the requirements of the event and the tenant's contractual agreement.
- Develop assignment schedules for all staffing requirements for the proper presentation of event.
- Monitor performance of front of house staff including guest services, security, medical and all other event staff.
- Provide clear, concise and timely communication of detailed requirements to all departments. Assists in scheduling operational set-ups to provide equipment or service needs. Monitor and supervise facility set-up when necessary.
- Ensure all pertinent information is obtained, compiled in event files and distributed to proper entities. This includes but is not limited to compiling, filing, and distributing medical service reports, incident reports, ejections, arrest, parking lists, staffing schedules and attendance reports.
- Prepare detailed Post Notes to submit to the Director of Programming with the final folder to provide insight into the event operations.
- Manage the preparation for upcoming events.
- Work irregular schedule to insure proper supervision of all events as described above and activities scheduled in the facility, as required. Work time periods (in addition to daytime periods) include approximately one hundred events per year that occur on nights, weekends, and holidays.
- Assist in conserving Director of Programming's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating telecommunication as needed by the Director of Programming.
- Answer phones as needed for Director of Programming.
- Liaison between event/booking department and SFC staff.
- May perform other duties as assigned.

## **Qualifications**

To successfully perform this job a qualified applicant must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Possess knowledge of the principles of facility management, building operations, maintenance, practices and safety requirements.
- Knowledge of methods in setting up/tearing down events, housekeeping/cleaning techniques of public facilities.
- Coordinate and satisfy the requirements of the events occurring from event inception through clean-up.
- Respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Engage in decisions related to crowd management in a prompt and decisive manner during crisis situations.
- Work independently, exercising judgment and initiative. Work effectively under pressure and/or stringent schedule and produce accurate results.
- Candidate should be self-motivated, organized, professional, and detail oriented.
- Maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.
- Operate standard office equipment and personal computer(s) using Outlook, MS Windows, Excel, MS Word and PowerPoint.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Good written, verbal and computer skills.
- Organize and prioritize work to meet deadlines
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Ability to work and willingness to work long and irregular hours that may vary due to functions and may include day, evenings, weekends and holidays.

## **Education and/or Experience**

Bachelor's degree from an accredited four-year college or university and two (2) years related experience and/or training; or equivalent combination of education and experience. CAD and Adobe Illustrator experience preferred.

## **Skills and Abilities**

- Excellent communication and leadership skills
- Remain flexible and have ability to adjust to situations as they occur.
- Good written, verbal and computer
- Work in a fast-paced environment.

## **Computer Skills**

- Operate standard office equipment and personal computer(s) using Outlook, MS Windows, Excel, MS Word and PowerPoint.

## **Other Qualifications**

- Be licensed to operate a motor vehicle in the State of Texas.
- Background check clearance I-9 documentation as required by law.

**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 successful applicant must be able to lift up to 25 pounds.

While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events.

**Note**

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

**To Apply**

Please include a recent copy of your resume with a cover letter and salary requirements as part of your application.

Human Resources Manager  
Smart Financial Centre at Sugar Land  
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Sugar Land, Texas 77479

How To Apply: [hr@smartfinancialcentre.net](mailto:hr@smartfinancialcentre.net)

**Smart Financial Centre at Sugar Land is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply.**