



**CITY OF MINNEAPOLIS**  
invites applications for the position of:

## **Guest Services Event Coordinator**

<b>SALARY:</b>	\$29.12 - \$40.30 Hourly \$60,561.28 - \$83,813.60 Annually
<b>JOB TYPE:</b>	Full-time
<b>DEPARTMENT:</b>	Convention Center
<b>LOCATION:</b>	Convention Center, 1301 - 2nd Avenue South, Minneapolis
<b>VACANCIES:</b>	1
<b>CLOSING DATE:</b>	04/25/22 11:59 PM
<b>POSTING TYPE:</b>	Open to the public

### **POSITION DESCRIPTION:**

As the largest and most vibrant city in the state, Minneapolis depends on purposeful, dedicated and innovative employees. Minneapolis has a large variety of careers for people of all experiences and backgrounds who come together for a singular purpose—serving the residents, businesses and visitors of Minneapolis.

The Minneapolis Convention Center (MCC) is a relationship building. Each individual at MCC is a hospitality hero who fulfills our mission by providing service and fostering relationships. We make a positive impact on our internal and external guests by collaborating and delivering excellence in our service and facility. We host more than 300 events annually and contribute to a vibrant downtown community by providing economic impact through visitor spending at hotels, restaurants, arts & attractions, and retail establishments.

This position functions as the liaison for clients using the Minneapolis Convention Center by planning, organizing, controlling, and monitoring security, crowd management and hospitality services to ensure contractual obligations are fulfilled.

#### **Work Location**

This position currently works on-site only.

#### **COVID-19 Vaccination and Testing Alternative Policy**

The City is concerned about the health, safety, and well-being of employees. All employees must either provide proof of being fully vaccinated or undergo weekly COVID-19 testing and wear a face covering at work if not fully vaccinated.

### **JOB DUTIES AND RESPONSIBILITIES:**

- Assist clients in planning and organizing event security and hospitality services as an advisor to prevent and solve current and potential problems and conflicts.
- Act as a liaison between clients and convention center food service to plan catering needs and ensure satisfaction.

- Prepare event outlines for operating departments within the convention center and input schedule of events into the computer to ensure proper staffing two weeks prior to each event.
- Act as a liaison for client and assist with scheduling of decorators, security, entertainment, party planners, fire marshal, parking lot personnel, traffic control, and related services to ensure successful, safe and profitable events.
- Conduct pre-convention and post-convention meetings as necessary to ensure proper department communication, customer satisfaction and constructive feedback.
- Act as MOD (Manager on Duty) to be a liaison between Convention Center and customer during off hours.
- Coordinate personnel use, equipment distribution and facility use with other event coordinators as it relates to multiple events in the facility.
- Perform daily checks of event set-ups prior to client arrival to ensure customer safety concerning floor plans, layouts, egress/ingress planning and fire code compliance.
- Conduct building tours to inspect facility, equipment, personnel, general activity, etc.
- Responsible for invoicing and ensuring that any additional charges incurred are billed to the client.
- Attend meetings and assist with scheduling of event security, emergency medical technicians, fire watch, parking lot personnel, traffic control, crowd management and related hospitality services with catering, operations, sales and event coordination to ensure proper staffing and equipment needs are understood and client expectations are met staying within budget guidelines.

Although not required, a resume and cover letter are strongly recommended.

**WORKING CONDITIONS:** Indoor setting with considerable walking and standing.

## **REQUIRED QUALIFICATIONS:**

### **Education**

Bachelor's Degree or Vocational School Certificate in Hotel Management or closely related field.

### **Experience**

Two years experience in coordinating large-scale meetings and special events. Preferred one to two years of event security experience.

### **Equivalency**

An equivalent combination of education and experience closely related to the duties of the position MAY be considered.

### **Selection Process**

The selection process will consist of one or more of the following steps: a rating of relevant education and experience and/or an oral examination (100%). It is important that your application show all the relevant education and experience you possess. This information will be used to determine which candidates will proceed in the selection process. A submitted application is also used to verify the answers to any supplemental questions. Only those candidates who attain a passing score (70%) on each step in the selection process will be placed on the eligible list. The City of Minneapolis Human Resources Department reserves the right to limit the number in any phase of the selection process.

### **Background Check**

The City has determined that a criminal background check and/or qualifications check may be necessary for certain positions with this job title. Applicants may be required to sign an informed consent form allowing the City to obtain their criminal history and/or verify their qualifications in

connection with the position sought. Applicants who do not sign the informed consent form will not be further considered for the position.

### **Drug and Alcohol Testing**

All job applicants must pass a pre-employment drug and alcohol test once a conditional offer of employment has been made. Applicants will be required to sign a notification and consent form prior to undergoing drug and alcohol testing. Applicants who do not consent to undergo drug and alcohol testing will not be required to do so and the City will withdraw the conditional job offer, resulting in the job applicant no longer being considered for the position.

### **Union Representation**

This position is represented by a collective bargaining agreement between the City of Minneapolis and the Minneapolis Professional Employees Association. For more information on the terms and conditions of this agreement please visit: [MPEA](#)

### **Eligible List Statement**

The names of applicants who meet minimum qualification and who pass the screening process shall be placed on the eligible list for employment consideration. This list will be certified to the hiring manager who may use the list to fill a vacancy of the same job title. This eligible list will expire three months after it has been established.

### **Interview Selection**

The hiring authority reserves the right to determine the maximum number of candidates to interview from the established eligible list. If the hiring authority decides to interview other than by exam score order, they may select additional people to interview based on a candidate's education or experience related to the field, work history, or skills uniquely related to the operational needs of the position.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of Convention Planning and the Hospitality Industry.
- Working knowledge of computers, software and applications.
- Ability to communicate with clients, exhibitors, staff, and contractors in a professional and courteous manner
- Ability to review floor plans and diagrams for fire safety requirements
- Ability to prepare floor plans and diagrams.
- Good communication and problem solving skills.
- Skill in organizing, planning and mobilizing equipment and personnel on a daily and long-term basis.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.minneapolismn.gov/jobs>

Position #2022-00124  
 GUEST SERVICES EVENT COORDINATOR  
 MJ

350 South 5th  
 Room 1  
 Minneapolis, MN 55415  
 (612) 673-2282

[human.resources@minneapolismn.gov](mailto:human.resources@minneapolismn.gov)

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## **Guest Services Event Coordinator Supplemental Questionnaire**

\* 1. How did you find out about this position? (Select all that apply)

City of Minneapolis website

- City of Minneapolis employee
- City of Minneapolis job alert
- City of Minneapolis Career Opportunities Bulletin
- Friend or family member
- League of Minnesota Cities website
- Diversityjobs.com website
- Governmentjobs.com website
- Indeed.com website
- Minnesotajobs.com website
- Minnesota Council of Nonprofits website
- Other website
- LinkedIn
- Twitter
- Facebook
- Other social media site
- Newspaper
- Other media
- College or University
- Community organization
- Job fair
- Professional association
- Site Visit

2. Please specify where you heard about this position (e.g., website name, City of Minneapolis employee name, job fair, professional association).

\* 3. How many years of experience do you have in the event industry?

- None
- Less than 2 years
- 2 to less than 4 years
- 4 or more years

\* 4. Do you have experience in coordinating (Select all that apply):

- Public Events
- Corporate Events
- Trade Events
- Multi-cultural Events
- Motivational Events
- Regional Conventions
- National Conventions
- I have no experience coordinating in the listed areas.

\* 5. Which of the following choices describes the event which you coordinated with the largest number of attendees?

- None
- Less than 50
- 50 to 500
- 501 to 1,000
- 1,001 to 1,500
- 1,501 to 2,500
- 2,501 to 5,000
- 5,001 to 10,000
- More than 10,000

\* 6. Which of the following choices describes the event which you coordinated with the largest number of exhibit booths?

- None

- Less than 10
- 10 to 100
- 101 to 250
- 251 to 500
- 501 to 1,000
- More than 1000

- \* 7. One of the major goals of the Minneapolis Convention Center is to provide quality and timely service to a variety of customers. In 500 words or less: a) Describe your experience in providing customer service. b) What do you think the key is to providing quality customer service?

\* Required Question