



CUSTOMER CENTER EVENTS & VENUE OPERATIONS SPECIALIST (bilingual Spanish/English preferred)

\$28.85 - \$48.08 hourly (approximately \$60,008 - \$100,006 annual)

Bilingual employees receive an additional \$2.00 per hour pay following a demonstration and verification of Spanish language abilities.

SUMMARY DESCRIPTION

Under general direction, the Customer Center Events & Venue Operations Specialist leads day-to-day event and venue operations at Sonoma Clean Power's Customer Center. The Specialist reviews event requests, manages schedules and resources, coordinates approved events, and serves as the primary operational contact from setup through breakdown.

The Specialist translates approved event concepts and program requirements into detailed operational plans, while event themes, content, and programming are developed in collaboration with the Events Manager and program leads. The role requires experience in event logistics, audiovisual technology, hybrid events, vendor coordination, technical troubleshooting, and onsite execution.

The Specialist independently handles routine operational decisions, provides day-to-day direction and guidance to the Customer Center Events & Engagement Assistant, and escalates significant issues to the Events Manager. Depending on event needs, the Specialist may operate events independently or coordinate employees, vendors, temporary personnel, interns, and volunteers.

REPORTING AND SUPERVISION

The Customer Center Events & Venue Operations Specialist reports to the Events Manager and provides day-to-day direction to the Customer Center Events & Engagement Assistant. The Specialist coordinates staff, vendors, contractors, temporary personnel, interns, and volunteers assigned to events.

The Specialist exercises independent judgment within established plans, procedures, budgets, and service standards, escalating significant risks, exceptions, resource concerns, and policy questions to the Events Manager.

This position is non-exempt.

ESSENTIAL JOB FUNCTIONS

These job functions, in general terms, describe the type and level of work performed as well as the responsibilities of employees hired for this position. Management reserves the right to add, modify, change, or rescind work assignments of any position and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

The Customer Center Events & Venue Operations Specialist will:

- Lead day-to-day Customer Center event and venue operations for all SCP and third-party events, including scheduling, reservations, space assignments, and resource allocation.
- Review event requests for completeness, feasibility, staffing, scheduling, and resource needs; present recommendations for approval.
- Coordinate approved events from planning through completion, including logistics, registration, vendors, audiovisual support, setup, onsite execution, breakdown, documentation, and reporting.
- Serve as the primary operational contact for organizers, community organizations, vendors, presenters, and internal stakeholders.
- Partner with originating departments to translate event goals, content, and program requirements into operational plans that meet Customer Center standards.
- Maintain event plans, schedules, procedures, communications, records, and utilization metrics.
- Ensure venue readiness, including equipment, supplies, inventory, facility services, accessibility, and staffing.
- Troubleshoot onsite technology, equipment, and facility issues; resolve problems within established procedures and escalate those requiring specialized support.
- Provide welcoming, respectful, and responsive service to people of diverse backgrounds, identities, experiences, and abilities.
- Resolve routine scheduling, operational, and customer-service issues; escalate significant exceptions and risks to the Events Manager.
- Provide day-to-day direction to the Customer Center Events & Engagement Assistant and coordinate other personnel assigned to events.
- Learn Customer Center programs, procedures, and service standards, and provide occasional basic customer-service support as directed.
- Support offsite events as assigned when Customer Center operations allow.
- Recommend improvements to workflows, documentation, customer service, space utilization, and event experiences.
- Perform related duties consistent with the position's scope and classification.
- Have the ability and understanding to adhere to SCP's Personnel Rules and Policies.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Strong event coordination, venue operations, and organizational skills, including scheduling, registration, vendor management, audiovisual support, and onsite logistics.
- Ability to independently manage multiple events, schedules, priorities, and stakeholder needs from planning through completion.
- Ability to maintain clear event plans, procedures, schedules, records, and operational documentation.
- Working knowledge of registration platforms, audiovisual systems, and hybrid-meeting technology, including equipment and facility troubleshooting.
- Proficiency with Microsoft 365 and work-management systems.
- Ability to anticipate needs, resolve routine problems, and recognize when escalation or specialized support is required.
- Strong written and verbal communication skills, with the ability to clearly convey event requirements, responsibilities, schedules, and expectations.
- Ability to manage changing conditions, competing priorities, time-sensitive decisions, and difficult interactions with composure, empathy, tact, and sound judgment.
- Ability to work respectfully and effectively with diverse community members, partners, employees, presenters, and participants.
- Ability to direct the daily work of the Customer Center Events & Engagement Assistant and coordinate staff, presenters, vendors, volunteers, interns, and temporary personnel.

REQUIRED QUALIFICATIONS AND EXPERIENCE

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities may be qualifying. A typical way to obtain them would be:

Education: High school diploma or an equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities. Relevant coursework and training include training in hospitality, event operations, communications, community engagement, customer service, business applications, or a related field.

Experience: A minimum of three (3) years of progressively responsible experience in event coordination, venue or hospitality operations, conference services, community programming, event production, or a related field. Experience must include direct responsibility for event logistics and onsite execution, including scheduling, vendors, setup, audiovisual or hybrid-event support, registration, staffing, troubleshooting, and breakdown. Experience in a public-facing venue or facility is preferred.

Professional spoken and written English is required; additional professional proficiency in Spanish is preferred.

WORK SCHEDULE AND LOCATION

This is a full-time, non-exempt position based primarily at SCP's Customer Center. The regular work schedule varies based on the approved events calendar and operational needs. The Specialist is expected to proactively plan and adjust their schedule, in accordance with SCP policies, to provide coverage during Customer Center operating hours and assigned events. The schedule may include early mornings, evenings, Saturdays, and occasional other weekend hours. Work schedules, timekeeping, meal periods, and overtime must comply with SCP policies and applicable labor requirements.

Work at offsite SCP events may be required based on operational needs, provided Customer Center event coverage is maintained.

PHYSICAL AND WORK ENVIRONMENT REQUIREMENTS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

This is an active position that regularly supports the physical preparation and operation of events. With or without reasonable accommodation, the employee must be able to:

- Move throughout event spaces and remain active for extended periods during event preparation, operation, and breakdown.
- Arrange and move furniture, displays, supplies, and event equipment independently or with assistance, as appropriate.
- Perform event hospitality, resetting, and cleanup duties, including restocking supplies, clearing event materials, and washing dishes.
- Operate computers, registration systems, audiovisual and hybrid-event equipment, carts, and other event-related equipment.
- Work in office, event venue, community, and occasional outdoor settings.
- Work around crowds, background noise, changing room configurations, food and beverage service, and varying levels of activity.

PHYSICAL AND WORKING CONDITIONS

Physical: While performing the duties of this class, employees are regularly required to sit, walk, and stand; talk or hear, in person and by telephone; use hands repetitively to handle, feel or operate audio/video and standard office equipment; reach with hands and arms. Employees are occasionally required to walk and stand for prolonged periods; stoop, bend, kneel, and twist; lift up to 40 pounds. Employees must be able to communicate in person, in writing, by telephone, and represent SCP in various settings, with management, coworkers, vendors, consultants, and the public.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Mental: While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple concurrent tasks; work with frequent interruptions; work under intensive deadlines; interact with Authority managers, Board, staff, vendors, the public and others encountered in the course of work.

SCP actively works to provide an inclusive work environment, where people of different ethnicities, national origins, native languages, races, skin colors, sexes, genders, sexual orientations, ages, physical abilities, genetics, politics, religion, financial wealth, and education feel welcome, safe, and invited to fully participate at every level. SCP further seeks to contribute to a more inclusive and equitable society through our actions, our communication, our policies, and our investments. SCP expects all its employees to contribute to these goals.

**SONOMA CLEAN POWER IS AN EQUAL EMPLOYMENT OPPORTUNITY
(EEO)/ AND AMERICAN DISABILITIES ACT (ADA) EMPLOYER**