



POSITION ANNOUNCEMENT

POSITION: Event Coordination Assistant

SALARY: \$20-24 per hour based on experience

For over 100 years the Alameda County Fairgrounds has been a part of the community hosting live horse racing, over 250 events a year and an annual Fair that includes live concerts, tasting fests and cultural festivals that bring in nearly a half-million guests every summer. We are the Alameda County Agricultural Fair Association, a non-profit dedicated to managing the Fairgrounds. We are driven to assure the long-term viability of the Fairgrounds, present an exceptional annual Fair and provide year-round opportunities that celebrate the heritage and diversity of our county. As employees, we strive to focus on our values-inclusiveness, excellence, collaboration, innovation, positivity, team success, community and environment. And celebrate our successes with our community!

POSITION SCOPE:

The Event Coordination Assistant provides administrative and event support. This is a regular, full-time non-exempt position. The ability to work a flexible schedule including evenings and weekends is essential to success in this position.

We are seeking an enthusiastic candidate who is eager to embark on a journey of growth within the event industry. The ideal candidate is a self-motivated individual with a strong commitment to providing exceptional guest service, meticulous attention to detail and a collaborative, team-oriented mindset.

RESPONSIBILITIES:

Customer Service and Guest

- Warmly greet guests and clients arriving at the Event Coordination office
- Provide exceptional customer service by addressing inquiries and ensuring their needs are met promptly and professionally
- Manage all incoming calls with courteous and helpful demeanor and streamline incoming venue requests

Reports, Records and Research

- Maintain meticulous records of guest interaction, inquiries and requests
- Create and manage comprehensive reports
- Ensure all records are accurately organized and readily accessible
- Research and analyze event industry best practices, guidelines and special projects

Onsite Event Coordination

- Professionally represent the organization during events on weekdays, evenings and weekends
- Perform routine check-ins with event promoters, security personnel, event operations team, food service staff and parking department to promptly address and resolve any issues as they arise in real-time
- Complete pre- and post-event walkthroughs to confirm proper setup, fulfillment of commitments, move out and cleanup

Event Coordination

- Schedule internal meetings, events and maintenance work
- Create layouts and work orders for internal meetings and events
- Effectively organize and track equipment and electrical orders from external vendors, maintaining meticulous organization and tracking processes

Marketing and Communications

- Act as the liaison for marketing projects, working closely with various teams to ensure project timelines are met
- Collaborate with the marketing team to create engaging and information content for the quarterly Promoter Newsletter and keep email contact lists up to date
- Update upcoming event listings to ensure all information for events is accurate
- Monitor our website and social media channels to maintain the accuracy of event pages, ensuring all information is up to date

YOU WILL BRING:

- Professional demeanor and confident communication skills
- Exceptional oral and written communication skills
- Prioritize multiple projects in a fast-paced, multi-faceted creative environment
- Strong computer skills—proficient in Microsoft Office Suite, Google Suite, SharePoint and Team; with a proven intermediate skill level in Excel
- Proven ability to learn new computer programs
- Excellent customer service skills
- Ability to follow instructions and interpret event layouts
- Ability to work independently and participate fully as a member of a team
- Experience working for a large event venue is a plus
- Ability to sit, walk or stand for long durations during the workday
- Attention to detail
- Fitness to walk long distances daily, up to 0.75 miles at a time
- Ability to lift and carry 20 lbs. as necessary
- Strong work ethic
- Professional dress required
- Work weekends and varied schedules

Alameda County Agricultural Fair Association is an Equal Opportunity Employer and encourages all qualified persons to apply.

Please submit your resume to: jobs@alamedacountyfair.com

By fax: 925 426-5196

By mail: 4501 Pleasanton Avenue, Pleasanton CA 94566 Attn: Traci Brumm