



Event Services Assistant Job Description

ABOUT BERT OGDEN ARENA

Bert Ogden Arena is the premier entertainment and sports venue in the Rio Grande Valley, hosting concerts, sporting events, graduations, community events, and more. We are a guest-focused team committed to delivering exceptional experiences at every event. We are looking for experienced leaders who are passionate about live events, thrive under pressure, and are committed to growing with our organization.

JOB SUMMARY

The Event Services Assistant supports the planning and execution of events to ensure high-quality delivery, operational efficiency, and exceptional guest and client experiences. The Assistant serves as primary event owner for smaller-scale events (2,000 attendees or fewer) and actively supports all events regardless of size and primary ownership. This role is well-sited for a motivated individual looking to grow within a dynamic events environment. This role requires the ability to work independently, make sound decisions under pressure, and adapt quickly to a constantly changing environment.

WHAT TO EXPECT IN THIS ROLE

We believe in being upfront. Here is an honest picture of day-to-day life in this role:

- No two events are the same — priorities shift quickly and last-minute changes are part of the job
- You will be expected to work independently and exercise good judgment with support direction from the Event Services Manager
- Event days can be long — evenings, weekends, and holidays are a consistent part of the schedule
- You will own your events from start to finish — the details, the staff, and the outcome are yours
- Schedules may fluctuate significantly based on the event calendar and operational demands
- Other departments will look to you for event details
- You are expected to embrace a ‘See something, say something’ culture-whether it’s a safety concern or a gap in event planning.

PRIMARY RESPONSIBILITIES

Event Ownership & Coordination

- Serve as primary event owner for all events with attendance of 2,000 or fewer, including card shows, employee outings, community events, and graduations, with increasing autonomy as experience develops
- Coordinate events from concept to completion, ensuring alignment with client expectations and contractual requirements
- Develop and communicate event timelines, deliverables, and run-of-show documents to internal teams and vendors
- Maintain and update prior year event resumes for all repeat events, ensuring accuracy before distribution
- Prepare and submit event resumes, briefing sheets and Projected Labor Reports (PLRs) for assigned events
- Support and progressively take on-site event lead for assigned events, making real-time operational decisions and resolving issues as they arise
- Utilize the department's project management system to assign, track, and update event tasks for accurate team-wide communication



Client & Vendor Relations

- Maintain positive client relationships through timely, professional communication throughout the planning process
- Assist with client meetings, site visits, event planning discussions, developing proficiency in client-facing communication over time.
- Coordinate with external vendors and service providers to ensure timely and accurate service delivery
- Support responses to event inquiries and assist in gathering information for proposals

Staff & Operations

- Conduct initial outreach to contractor candidates and oversee initial & renewal of contracts
- Schedule event staff and assigning roles based on event needs
- Coordinate logistics including room setups, equipment needs, and staffing requirements
- Support implementation of safety protocols, emergency procedures, and guest service standards
- Assist with crowd management, traffic flow, and general event safety coordination
- Oversee zone leads and event staff during assigned events, documenting any performance issues for post-event follow-up, with guidance from the Event Services Manager as needed

Documentation & Administration

- Maintain accurate event records, contracts, and documentation
- Help prepare event documentation including event resumes, run-of-show timelines, and post-event reports
- Support tracking of event-related expenses and ensure adherence to company purchasing policies
- Provide administrative support including data entry, reporting, and file management

SECONDARY & SUPPORT RESPONSIBILITIES

- Provide event-day coverage for Vipers Basketball games on a rotating schedule with the Event Services Manager
- Participating in and supporting all events regardless of size — no event is outside the scope of this role
- Support the Event Services Manager in hiring, training, onboarding and developing event staff
- Contributes to improving departmental processes, tools, and service standards

SHARED DEPARTMENTAL RESPONSIBILITIES

- Facilitate communication between all departments before, during, and after every event
- Work closely with Operations, Maintenance, Food & Beverage, Accounting, Human Resources, and Sales & Marketing
- Help ensure all events meet company policies and regulatory requirements
- Contribute to maintaining a high standard of customer service across all events
- Support the department's work-life balance initiatives including event rotation coverage

SUCCESS IN THIS ROLE LOOKS LIKE

- ✓ Prioritizing and executing effectively in a constantly changing environment
- ✓ Strong communication across departments, with clients, vendors, and event staff
- ✓ Proactive problem-solving — identifying issues before they escalate
- ✓ Staying organized across multiple simultaneous events and responsibilities
- ✓ Adaptability and accountability when plans change — and they will
- ✓ Consistent follow-through on documentation, event resumes, and post-event reporting



- ✓ Willingness to support the team and operational needs beyond standard tasks
- ✓ A desire to learn, grow, take constructive feedback and take on more responsibility over time

QUALIFICATIONS

- Bilingual English/Spanish preferred — Rio Grande Valley community and client base
- Familiarity with the local RGV market and community strongly preferred

SKILLS & ABILITIES

- Ability to work independently while exercising sound judgment and initiative, with a willingness to seek guidance when needed
- Comfortable navigating evolving processes and identifying solutions proactively
- Proficiency in Microsoft Office, Google Workspace, and project management platforms

WORK SCHEDULE

- Schedules may fluctuate significantly based on event calendars and operational demands
- Extended hours may be required during peak event periods or major events
- A work-life balance rotation model is in place — event-day coverage is shared across the ES team

PHYSICAL REQUIREMENTS

- Ability to remain on feet for 8–12+ hour event days as needed
- Must be able to lift and carry heavy objects (up to 50 pounds).
- Willingness to work in various environmental conditions, including varying temperatures and noise levels.

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. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Note:

The essential responsibilities of this position are described under the above headings. 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.

**We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. **