



City of Glencoe ♦ 1107 11<sup>th</sup> Street East, Suite 107 ♦ Glencoe, Minnesota 55336  
Phone: (320) 864-5586 Website: [www.glencoe.mn.org](http://www.glencoe.mn.org) Email: [info@ci.glencoe.mn.us](mailto:info@ci.glencoe.mn.us)

---

Position Title: City Center Coordinator  
Accountable to: Assistant City Administrator  
Hourly Wage: \$24.89 to \$31.11

### **Position Summary**

The City Center Coordinator is responsible for the day-to-day scheduling, coordination, and management of events and facility rentals at the Glencoe City Center. This position serves as the primary point of contact for individuals, organizations, and businesses seeking to use City Center spaces, ensuring efficient scheduling, excellent customer service, and proper facility use.

### **Essential Duties and Responsibilities:**

#### **Facility Scheduling & Rentals**

- Manage the reservation system for all City Center spaces, including meeting rooms, event spaces, and common areas.
- Serve as the primary contact for rental inquiries, bookings, and customer communication.
- Coordinate scheduling to avoid conflicts and maximize facility use.
- Prepare rental agreements, collect fees, deposits, and required documentation.
- Maintain accurate records of reservations, payments, and usage.

#### **Customer Service**

- Provide clear information regarding rental policies, availability, fees, and facility guidelines.
- Respond promptly to inquiries via phone, email, and in person.
- Address and resolve scheduling issues or customer concerns in a professional manner.



SMALL CITY  BIG FUTURE

City of Glencoe ♦ 1107 11<sup>th</sup> Street East, Suite 107 ♦ Glencoe, Minnesota 55336  
Phone: (320) 864-5586 Website: [www.glencoe.mn.org](http://www.glencoe.mn.org) Email: [info@ci.glencoe.mn.us](mailto:info@ci.glencoe.mn.us)

---

### **Facility Oversight**

- Monitor use of City Center spaces to ensure compliance with city policies and rental agreements.
- Conduct pre- and post-event inspections and document any damage or issues.
- Report maintenance needs, safety concerns, or equipment issues to appropriate staff.

### **Administrative Support**

- Maintain calendars, usage reports, and rental statistics.
- Assist with updating rental policies, procedures, and fee schedules as needed.
- Prepare basic reports for city administration on facility usage and revenue.

### **Minimum Qualifications**

- High school diploma or equivalent required; Associate or Bachelor's degree preferred.
- 1–3 years of experience in event coordination, facility scheduling, customer service, or related field.
- Strong organizational and time management skills.
- Excellent communication and customer service abilities.
- Proficiency with scheduling software, Microsoft Office, or similar systems.

### **Preferred Qualifications**

- Experience managing public facility rentals or community centers.
- Familiarity with municipal operations or public sector customer service.
- Ability to manage multiple events and schedules simultaneously.

### **Working Conditions**

- Primarily office-based with regular interaction in event spaces.
- Evening and weekend hours required based on event schedule.
- Light physical activity, including room setup and equipment arrangement.

**Mayor:** Mark Hueser      **City Administrator:** Mark Lemen

**Councilors:** At-Large Yodee Rivera, Precinct 1 Jon Dahlke, Precinct 2 Scott Maynard, Precinct 3 Paul Lemke, Precinct 4 Cory Neid



City of Glencoe ♦ 1107 11<sup>th</sup> Street East, Suite 107 ♦ Glencoe, Minnesota 55336  
Phone: (320) 864-5586 Website: [www.glencoe.mn.org](http://www.glencoe.mn.org) Email: [info@ci.glencoe.mn.us](mailto:info@ci.glencoe.mn.us)

---

## Key Competencies

- Organization and attention to detail
- Customer service and communication
- Scheduling and coordination
- Problem-solving
- Reliability and responsiveness

## Performance Measures

- Accurate and conflict-free scheduling of facility use
- High customer satisfaction with rental process and events
- Efficient collection and tracking of rental fees
- Proper setup and readiness of event spaces
- Compliance with facility policies and procedures