

**Event Coordinator, DAA**  
*Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results*

<b>KSAPC #</b>	<b>Knowledge, Skill, Ability, and Personal Characteristic Statement</b>
K1	Physical, organizational, and personnel requirements necessary to coordinate major entertainment or commercial events.
K3	Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
K4	Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
K5	Administrative and clerical procedures and systems such as word processing, Excel, Publisher, Word, Quickbooks, managing files and records, designing forms, and other office procedures and terminology.
S1	Using customer service skills to assist people in their event planning and being proactive in assuring their experience to be a positive one, e.g., giving full attention to what people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
S2	Talking to others to convey information effectively.
S3	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
S4	Understanding written sentences and paragraphs in work related documents.
S5	Managing one's own time and the time of others.
A1	Establish and maintain effective relationships with employees, tenants, and the public.
A2	Analyze situations and identify potential problems and appropriate solutions.
A3	Independently resolve emergency situations promptly and effectively.
A6	Work under pressure, including tight deadlines, complex projects, competing priorities, challenging interpersonal dynamics, and unexpected circumstances that require immediate attention, decision, and action.

<b>KSAPC #</b>	<b>Knowledge, Skill, Ability, and Personal Characteristic Statement</b>
A7	Identify customers'/vendors' potential language interpretation needs, and obtain appropriate assistance.
A10	Multi-task in a productive and efficient manner.
PC1	Willingness to work long and irregular hours.
PC2	Outstanding customer service skills.
PC3	Flexibility and patience in assisting customers/tenants with their needs.