



POSITION DESCRIPTION

Position Title: Events Coordinator
Department: Conference and Events
Position Status: Full Time

POSITION SUMMARY

Reporting to the Manager, Event & Catering Services, the Events Coordinator is a client-focused position responsible for the effective coordination of a diverse group of internal and external client event bookings resulting in high levels of client satisfaction and department profitability.

The Events Coordinator will be able to work under minimal supervision and have excellent communication, time management, and organizational skills.

KEY RESPONSIBILITIES

1. Plan and coordinate all aspects of events primarily in the months and weeks prior to.
2. Work with a diverse body of internal and external clients to ensure satisfaction, including advising on services and related costs, creating and implementing standard contracts that serve the customers unique requirements for service, collecting payments, maintaining timely communication with clients during the planning process, and assisting with event production as required.
3. Ensure effective communication of information across the department, including using event management software to disseminate up-to-date planning information, as well as preparing and distributing all relevant materials internally and externally.
4. Liaise with and provide execution details to department staff to ensure proper event execution (e.g., catering operations, kitchen management, administrative staff, and 3rd party providers).
5. Maintain consistent, timely, and accurate billing for services.
6. Attend and participate in daily and weekly department meetings, as well as inter-department, and 3rd party provider meetings as required.
7. Conduct pre-event meetings and tours of the facility, and conduct post event evaluations to ensure collection and distribution of valued customer feedback.

8. Contribute to maintenance of departmental budget and assist in some aspects of budget development as requested.
9. Perform administrative and clerical tasks associated with event planning and the department.

RECOMMENDATIONS, DECISION AND AUTONOMY OF ACTION

The position exercises considerable judgment in handling a variety of conventional problems and situations. Some standards and guidelines exist to assist in decision-making. Judgment mainly involves logistical planning. Reasoning is required to select the practical course of action. The position is responsible to enhance revenues and profits of the department.

The position works independently in planning and carrying out work that utilizes established methods, standard practices and/or clearly defined precedents. The position works under general direction and guidance when working on new or complex tasks or projects. Unusual or unique situations are referred to the Director of Sales.

INFLUENCE – INTERNAL/EXTERNAL

Internal Contacts: Regular interaction with the Director of Sales, Manager, Event & Catering Services, fellow coordinators, sales managers, and the operational team. Occasional interaction with student services staff and management outside department to: exchange and collect information; provide guidance, instructions or technical advice; assist with interpretation of procedures and policies; and/or relay and receive facts, perceptions, opinions, etc. for the purposes of problem- solving, error-detection and customer-service.

Regularly interacts with extended department members such as the kitchen, to gather and share information, as well as plan and problem solve.

External Contacts: Regularly interacts with various off- and on-campus clients to: exchange and collection of information; provide guidance, instructions or technical advice; assist with interpretation of procedures and policies; relay and receive facts, perceptions, and opinions, etc. for the purposes of problem-solving, error-detection and customer-service.

LEADERSHIP

The incumbent must be capable of working with minimal supervision as well as serve as a strong team member. Information will need to be given to the operational management as required to meet client expectations. The Events Coordinator may also be required to hire outside companies (transportation, exhibit, A/V, and décor companies) to ensure the successful production of an event.

WORKING CONDITIONS

- Scheduling flexibility, including the ability to work evenings, early mornings, and weekends
- Lifting/Carrying: 10 to 40 lbs. - seldom
- Repetitive Motions: keyboard input, walking, bending.
- Work Environment: indoor and outdoor, frequent distractions, fluid.
- Conditions of Work: frequent desk work using the computer and telephone, work is extremely detail oriented, routinely subject to deadlines, and a high degree of interaction with the public is required.

REQUIRED COMPETENCIES

- Excellent customer service skills
- Ability to maintain a professional manner and manage self well under pressure
- Highly developed sales and negotiation ability with internal and external clients
- Strong interpersonal skills
- Ability to prioritize multiple tasks and negotiate conflicting priorities
- An outstanding telephone manner
- Strong written and verbal communication skills
- Strong attention to detail
- Cultural sensitivity; ability to work effectively with a wide variety of customers

EDUCATION AND EXPERIENCE

Minimum Requirements: Diploma in hospitality management or related program (minimum 2-year program) with 2 years of directly related experience. An equivalent combination of education and experience would be considered.

Experience gained within the hospitality industry is preferred. Previous experience working within a university setting would be considered an asset.

Required Technical Skills/Experience:

- Intermediate computer skills using Excel, Word and e-mail applications
- Proficiency in using room booking software (social tables)
- Experience with OPERA