

**Silver Lake College of the Holy Family
Coordinator of Event Services
Position Description**

TITLE: Coordinator of Event Services

DIVISION/DEPARTMENT: Office of Advancement and External Relations

REPORTS TO: Director of Events

FLSA STATUS: Full-time staff position, exempt

DOES POSITON SUPERVISE OTHERS: Yes

MOST RECENT REVISION: October 12, 2018

WORK SCHEDULE: Monday through Friday with some work in the evenings and weekends. Travel requirements may at times result in the employee being away from home.

PRIMARY PURPOSE:

Reporting to the Director of Events, the key responsibilities of the Event Coordinator will include team leadership, strategic planning and the implementation of a wide variety of events. He or she will provide direction and supervision to departments to ensure successful execution of meetings and/or events.

The Event Coordinator will serve on-site group and catering clients, responding to questions about the event. He or she will monitor and assess service and satisfaction trends, evaluate and address issues and make improvements accordingly.

DISTINGUISHING CHARACTERISTICS:

The Event Coordinator is an excellent planner and communicator as he/she will be meeting with internal and external stakeholders for Silver Lake College of the Holy Family.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Note that all functions described below must be performed, and it is normally the responsibility of the individual in this position to perform them and/or see that they are performed. Functions are categorized as essential and marginal so that consideration can be given to accommodating a person with a disability by reassigning one or more marginal functions if it is practical for such function(s) to be performed by other employee(s).

ESSENTIAL FUNCTIONS:

1. Create and oversee the execution of event-related strategic plans and activities, as well as establish policies, procedures and event standards.
2. Establish and directs event schedules, timelines and priorities.
3. Manage event estimates, contracts and reservations for all meetings, internal and external events held on campus.
4. Serve as liaison between the Silver Lake College of the Holy Family community and rental groups.
5. Coordinate event/meeting needs with other departments as appropriate (i.e. set up needs, catering, security, A/V, housekeeping, turn over for next function, etc.).
6. Facilitate all set-up needs with client and suppliers for each event and production of work orders, ensuring continuity for the client and total confidence in the management of the event.
7. Provide direct oversight for all set ups – coordination of staff, materials, vendors, sequence, logistics, etc., and assist as needed.
8. Provide hospitality services day of event, act as a main point of contact for conference clients throughout their stay and coordinate with all impacted departments to ensure rental space meets guests' specifications. Mediate and resolve any conflicts. Provide direction and coaching to ensure event expectations are met.
9. Develop standard operating procedures and business flows for Event Service in alignment with best practice and monitors their compliance.
10. Provide regular analysis of rental pricing and revenue generation.
11. Hire, manage, evaluate and mentor student workers for Event Services.
12. Evaluate and minimize risks to persons, facilities and the College's reputation.
13. Identify and report campus maintenance needs. Conduct regular walk through inspections of buildings to identify high risk issues (i.e. broken furniture, set-ups, proper utilization).
14. Maintain constant interaction with the Executive Assistant to the President to ensure effective communication and reporting on all events pertaining to the Office of the President.
15. Work cooperatively with other areas of the College to strengthen relationships by participating in meetings, committees, and providing positive division representation at various campus functions.
16. Coordination of Advancement events, working collaboratively with Alumni Engagement.
17. Conduct market research, gather information and negotiate contracts prior to closing any deals.
18. Provide feedback and periodic reports to the Director of Events.
19. Propose ideas to improve provided services and event quality.
20. Conduct pre- and post- event evaluations and report outcomes.
21. Research market and identify event opportunities and generate interest.
22. Ensure compliance with insurance, legal, health and safety obligations.
23. Collaborate with marketing and communications to promote and publicize events
24. Fully manager and grow existing vendor and sponsor relationships.
25. Performs other incidental and related duties as needed or assigned.

MARGINAL FUNCTIONS:

Perform routine office functions such as data entry, filing and copying.

SUPERVISORY RESPONSIBILITIES:

SLC Works Students

RECOMMENDED SKILLS/COMPTENCIES:

1. Clear commitment to and understanding of the mission of Silver Lake College of the Holy Family which empowers students through a quality liberal arts education integrated with professional preparation offered in an environment of mutual respect and concern for persons, based on the principles and truths of Catholic Franciscan tradition. Commitment to an environment that nurtures communication, collaboration, diversity, stewardship, innovation and excellence.
2. Ability to establish collaborative working relationships with faculty, staff, students, and outside constituent groups. Ability to consistently demonstrate excellent interpersonal skills in dealing with persons both internal and external to the College, both on the telephone and in person.
3. Ability to communicate both orally and in writing, in a manner consistent with professional standards, including making oral presentations to groups and contributing to the development of high quality written and online materials which reflect positively on the University.
4. Must demonstrate well-reasoned, sound judgment and a collaborative decision-making style.
5. Must have the ability to collect and analyze data as well as complex financial information, including budget management.
6. Experience establishing collaborative working relationships with faculty, staff, students, and outside constituent groups.
7. Ability to prioritize and deal with several tasks concurrently, while maintaining flexibility, high energy, creativity, and attention to detail.
8. Ability to work effectively as a member of a staff where cooperation and teamwork are essential.
9. Ability to maintain confidentiality and confidential written information.
10. Ability to work independently and to travel by car as needed.
11. Ability and willingness to work non-traditional hours when needed.

EDUCATION:

Bachelor's degree required. Proficient use of Microsoft Word, Excel, Outlook, and Power Point

EXPERIENCE:

Minimum of two years of experience in event planning services or related field.

LICENSE:

A valid driver's license is required.

A WORD ABOUT THE NATURE OF JOB DESCRIPTIONS

It is believed that this job description is accurate as of its latest revision date. However, changes to job descriptions may be appropriate in the future. Changes may result from advances in technology, adjustments to the Silver Lake College of the Holy Family's operations, and other factors. The College will endeavor to, whenever practical, involve the incumbent in developing such changes. Furthermore, all employees are encouraged to suggest changes to their job descriptions which they feel will result in improved effectiveness of College operations and/or make the job more satisfying and rewarding to the employee.

I have reviewed and acknowledge receipt of this job description.

Signature of

Employee: _____ Date: _____