



Get Up and Go!

JOB DESCRIPTION

POSITION: EVENT COORDINATOR
FACILITY: Bayfront Convention Center
REPORTS TO: Director of Marketing & Sales
STATUS: Full time / Exempt
CLOSING DATE: July 27th, 2021

POSITION SUMMARY:

The Event Coordinator organizes and supervises all aspects of event planning from time of assignment, to the successful implementation, operation, completion and post-convention report of the event. Position is under the general supervision of the Director of Marketing & Sales. Event Coordinators may serve as Manager on Duty overseeing building activity -during assigned events.

QUALIFICATIONS:

Bachelor's degree in Communications, Marketing, Business Administration or Hospitality Management or equivalent directly related experience in event and logistical coordination (experience in hospitality industry is preferred, but not mandatory). Familiarity with industry associations, convention and tradeshow as well as local market segments. General technical knowledge of the meetings and exhibition industry inclusive of building policies, health, life and safety codes. General understanding of facility housekeeping procedures and standards. Excellent interpersonal communication skills, both written and oral. Public speaking experience a must, ability to work under pressure with ease and composure, ability to learn and make decisions quickly, retain information and pay attention to detail. Planning, organizational, time management skills, demonstrated supervisory and leadership abilities. Extreme attention to detail and ability to focus on multiple events and activities simultaneously. Good understanding of team concept and total quality management. Knowledge of and proven experience in basic computer programs-Microsoft Word, Excel, Access, Event Software, CAD System and the ability to quickly learn new software programs. Demonstrated event management experience in achieving total customer satisfaction. Demonstrated sales abilities (nurturing client relationships, closing the deal, contract management, timely follow-ups, etc).



He/she must have manual dexterity and motor coordination. May at times have to lift fifty pounds. Working conditions vary from those found in normal office environment, to crowded rooms with significant noise levels. May be required to assist in event set-ups. He/she must be able to work non-standard work week with some regularity. Must be very flexible in hours and days available for scheduled events, including weekends and holidays.

SALARY RANGE: -\$40,000 - \$45,000 annual salary / based on experience
 -Opportunity to earn quarterly sales bonuses
 -Comprehensive benefits package

JOB DESCRIPTION DETAIL

- Initiate and maintain communication with clients to assist in planning and coordinating events.
- Will respond to requests for event space information as needed.
- Defining client's needs and ensure facilities availability and resources meet client's programmatic and logistic requirements.
- Communicate the services that will be provided and the related costs.
- Inform customers of BCC basic policies and procedures concerning services and equipment, which are provided per their contract as well as the additional services for which they will be charged.
- Work closely with customer through pre-event planning stages, advising best use of facilities and resources to meet event needs.
- To understand and inform customers of applicable building policies, codes and laws of the state such as fire marshall requirements, etc.
- Enter all pertinent data into event software in an accurate and timely fashion. Coordinate physical set-up requirements and service needs by preparing a written function sheet work order detailing the customer's requirements, which includes the rented space, equipment, services and personnel. This function sheet clearly depicts client's needs and is distributed to key departments in a timely fashion to ensure the time for proper planning.
- To coordinate activities of individual events, individual functions, within those events and activities taking place in the entire building as a whole, to ensure smooth interactions amongst all departments, staff and clients (parking spots, load-in times, one event arriving and walking through another event's break, etc-things to watch out for).
- Act as a liaison to outside service contractors to include security, food service, decorating and drayage, audio visual, parking lots and hotels. Coordinating outside suppliers logistical needs, create event production time lines, coordinating the interfacing of each supplier activities to meet customer and facility requirements.
- Review event orders submitted by sub-contractors to ensure all details are correct. Includes food & beverage, audio visual-in house contractors, decorator logistical plans and security. Confirm that space and in-house and contractor staffing levels are as defined on the schedules.

- Check to see that pre-event load-ins, set ups and operational plans have been executed as defined on function sheet.
- Oversee the run of the event. In a pro-active fashion, act as liaison between client, building staff, operations, administration and contractors as applicable.
- Complete a post event evaluation inclusive of head counts (meals, attendance, exhibits, etc). Specifically define any issues that arise, making recommendations of how to preclude their reoccurrence. Report exemplary service performed by staff as well as any staff related issues that may have occurred.
- Create invoice/settlement sheet itemizing all billable expenses and applicable revenues.
- Provide additional client services on an as needed basis. (i.e. assist with the creation of event related forms and promotional materials.)
- Performs a variety of skilled and semi-skilled duties of an office/administrative nature. (Filing, preparing mailings, recording documents received, and some A/R and A/P as directed.
- Performs other tasks related to the operation of the convention center as needed.
- Event Coordinator floor coverage during scheduled event coordination/direction of clients.
- Distribute all wedding leads amongst coordinators / book weddings and give tours.
- Update and schedule marquee when requested.
- Assist with following up post event regarding re-booking opportunities.

**Erie Events is an Equal Employment Opportunity Employer:
Minority/Female/Disability/Protected Veteran**