

EVENT SERVICES COORDINATOR

The Event Services Coordinator is responsible for client relations and coordination, consistently collaborating with all Sales & Events teams, event leads, vendor relations, permits and any others in positions deemed necessary to successfully produce stellar events that 'wow' our clients. The Events Services Coordinator successfully manages, tracks and supports a high volume of events at all Bay.org facilities and completes Staffing Requests, Events Advisory documentation and handover from the sales team of all event-related information in a complete and timely manner.

This position reports to the Director of Tourism and Event Services.

PRIMARY DUTIES, RESPONSIBILITIES, AND ESSENTIAL FUNCTIONS:

- Operate in alignment with the company's essence of elevating spirits and creating meaningful relationships through authentic interactions
- Create the Staffing Request, Event Advisory documents, all permits, provides excellent and complete event production and coordination
 - Liaison and communication with Sales & Events teams and all departments involved with event
 - Nurture client relationships through the event and beyond
- Consistently meet or exceed standards that ensure consistent, high quality and complete all documents, and logistics for events
- Develop and maintain excellent client relations while coordinating all details associated with each event
- Ensure complete and timely hand-over of all event related information from the Events team, provide all departments with adequate lead time for non- standard or long lead time requests/client needs
- Attend weekly Sales & Events meetings prepared with all relevant information and questions answered
- Ensure events start on time, and strike is completed in a timely manner
- Create and update rental orders, create menus and diagrams as well as Run of Show is completed and distributed to all parties before event
- Review, update and implement SOPs and Service standards
- Day of event management, working with the client and supervising all related staff functions
- Support off-site events as needed
- Work weekends and holidays as needed
- Perform any other duties requested by Director

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each primary duty satisfactorily. They must be able to lift a minimum of 50 lbs. as well as work weekends and holidays. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong written and verbal communication skills
- In-depth food and food service knowledge
- Effective multi-tasking and follow-up ability
- Solid analytical and problem-solving abilities
- Proven customer sales and services orientation
- Computer skills: Word, Excel, Salesforce, email
- Responsible budget management
- Logistically-minded
- Conceptual thinking abilities
- Time- and workload management abilities

EDUCATION AND EXPERIENCE:

- Two-year hospitality industry experience in event management, catering, or related fields
- Minimum 2 years' experience management/supervisory experience
- Event Management Certification a plus

LANGUAGE SKILLS:

- Ability to read and interpret documents such as safety manuals, operating and maintenance instructions, and procedure manuals.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions. While performing the duties of this job, the employee is frequently required to stand (for up to 8 hours), sit, walk, reach with hands and arms, and talk or hear. This position requires walking on concrete floors and climbing stairs, standing, and intervals of time outdoors in varying environmental conditions. Must be able to lift 50 lbs.

POSITION SPECIFICS:

- This is a full-time, non-exempt position
- Evenings, weekends, and holidays are required
- Statutory benefits included after an introductory period has been completed

HOW TO APPLY

To be considered for this position, please email a resume and cover letter to hr@bayecotarium.org with the subject line "Event Services Coordinator – [Your Name]". No phone calls, please.