



EVENTS COORDINATOR / PART-TIME

DEPARTMENT: Civic & Convention Center
DIVISION: Civic & Convention Center
SUPERVISOR: Civic Center Director
FLSA STATUS CODE: Non-Exempt
POSITIONS SUPERVISED: None

JOB SUMMARY:

Reporting to the Civic Center Director, the Events Coordinator provides day-to-day organizational and operational support in the development and execution of event projects held at the Forest Hill Civic & Convention Center. This position is responsible for organizing and coordinating all of our community events and working with private event producers, conventions, group tours, and sports groups coming to Forest Hill. This includes but is not limited to ensuring that all event holder needs are facilitated with overall success in our facility. This is accomplished through telecommunications, email, scheduled meetings, trade show attendance, and servicing various booked groups. As a team member, it will be your responsibility to promote Forest Hill as a destination for group and leisure travel.

Hours are non-traditional in nature and will vary regularly in accordance with event needs, including early mornings, late nights, and weekends.

ESSENTIAL JOB FUNCTIONS:

- On-site point of contact for all events held at the Civic & Convention Center
- Facilitates operations of events and responds to emergencies, complications, or other unseen circumstances; ensures assigned features of events are implemented according to plans.
- Assists users of facilities by providing information regarding technical, security, and/or other requirements and assists in problem resolution effectively and efficiently.
- Appropriately greets guests and customers in a timely manner, whether directly or indirectly, prepared to provide detailed information regarding any inquiries.



This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. Such tasks shall be capable of being performed with reasonable accommodation, if necessary, that does not impair a business necessity or impose an undue business hardship and without presenting a direct threat to the safety of the applicant or others.

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- Maintains accurate and current records/files for all events prior to, during and after each event.
- Coordinate group services materials to make sure clients' needs are met.
- Completes necessary correspondence and all other communications in event process.
- Maintains a working knowledge of all city facilities, attractions, and services in the Forest Hill area available for customer's needs and act as a liaison between the group and facility when needed.
- Follow-up after each event for cleanliness of facility;
- Assists with event marketing duties as directed by Civic Center Director such as preparing for events, creating signage, writing press releases, etc.;
- Compiles post event wrap up reports, evaluations and tallies client summaries.
- Provide support for special events and festivals to include planning, administrative support, and coordination of select projects, special events, fundraising initiatives, volunteer management activities and any other responsibilities deemed appropriate.

This position may work directly with city department heads and city staff on a regular basis. In addition, the Events Coordinator may also have regular contact with volunteers, business owners, community organizations, and the general public.

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QUALIFICATIONS:

- High School Diploma

PREFERRED QUALIFICATIONS:

- 1-3 years of experience in Hotel Sales and/or Hotel Catering or Convention & Visitors Bureau Sales
- Internet/online sales/marketing experience
- Event planning experience

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REQUIRED TRAINING AND EXPERIENCE:

This position may require some travel; College degree preferred but not required; Sales, marketing and/or event experience preferred. The candidate must have great skills in customer relations, excellent written and verbal communications experience; superb organizational skills. The candidate must be able to demonstrate knowledge of technology and computer systems and have an excellent grasp of social media marketing & communication; experience with public speaking / public relations is highly preferred.

The City of Forest Hill is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA), the City of Forest Hill will provide reasonable accommodations to qualified individuals with disabilities.

Written/Modified By:

Angela Locuste, Human Resources/Civil Service Director

Date: _____

Approved By:

Venus M. Wehle, PCED, City Manager

Date: _____

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