



JOB DESCRIPTION

JOB TITLE:	Event Coordinator
DEPARTMENT:	Civic and Convention Center
CLASS TYPE:	Administrator
REPORTS TO:	Civic Center Director
FLSA/STATUS:	Regular/Part-time, Non-Exempt

Reporting to the Civic & Convention Center Director, the Event 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 individual is responsible for organizing and coordinating all of our Civic & Convention Center run community events, as well as working with private event producers, conventions, group tour and sport groups coming to Forest Hill to ensure that all their needs are met, and a successful event is had in Forest Hill. This is accomplished through telecommunications, email, face-to-face meetings, attending trade shows and the servicing of various booked groups. As a team member of the Civic & Convention Center, it is all of our 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:**

Duties include but are not limited to the following:

- On-site point of contact for all events while held at the Civic & Convention Center;
- Facilitates operations of events and responds to emergencies, problems, etc.; ensures assigned aspects of events are implemented and controlled according to plans;
- Assists users of facilities by providing requirements in regard to technical, security, and/or other requirements; assists in problem resolution and answers questions;
- Welcomes guests and customers by greeting them, in person or on the telephone; answering or directing inquiries;
- Maintains accurate and up-to-date records and files for all events prior to, during and after each event;
- Coordinate group services materials to make sure clients' needs are met.
- Complete necessary correspondence and other communications in the sales and follow up process.
- Maintain a well-informed working knowledge of all 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;

- Assist with event marketing duties as directed by Civic & Convention Director such as preparing for events, creating signage, writing press releases, etc.;
- Compile post event wrap up reports, evaluations and tallies client summaries;
- Provide support for the 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;
- Other duties as assigned.

This position may work directly with city department heads and city staff on a regular basis. The position may also have regular contact with volunteers, business owners, community organizations and businesses, and the general public. ***\*\*\*Hours are non-traditional in nature and will vary regularly in accordance with event needs including early mornings, late nights and weekends\*\*\*.***

**PREFERRED QUALIFICATIONS:**

Education/ Experience:

- Some college is preferred in Hospitality, Tourism, Marketing or similar field of study or 5 years equivalent experience;
- 2-4 years of experience in Civic and/or Convention Sales, Hotel Sales and/or Hotel Catering or Convention & Visitors Bureau Sales;
- Internet/online sales/marketing experience;
- Event planning experience;
- Bilingual preferred.

**REQUIRED TRAINING AND EXPERIENCE**

The Event Coordinator position is a part-time position. This position may require some travel; College degree preferred but not required; Sales, marketing and/or event experience preferred; Great customer relations skills, friendly, courteous personality; Great written and verbal communication; Excellent organizational skills; Demonstrates knowledge of technology and computer systems; Excellent grasp of social media marketing & communication; Public speaking skills – public relations.

Send resume with application to:  
**Caroline Green, Human Resources Director**  
**City of Forest Hill**  
**3219 California Parkway**  
**Forest Hill, Texas 76119**

The City of Forest Hill is an EEO/AA employer  
**Position is open until filled**  
**Applications may be downloaded from [www.foresthilltx.org](http://www.foresthilltx.org)**