

Job Description: Event Coordinator
Department: Sales
Reports to: Sales Manager
FLSA Status: Non-Exempt



Position Summary: The Event Coordinator is the point of contact for sold events between the client and the property. The Coordinator ensures all phases of assigned property events have a high level of service. Additionally, this position is responsible for ensuring property events have a seamless turn-over from sales to service and for recognizing and realizing opportunities to maximize revenue opportunities by up-selling and offering enhancements to create outstanding events. The Event Coordinator drives customer loyalty by delivering service excellence throughout each experience. The Coordinator maintains a thorough knowledge of The Fort and all its grounds, products, and services as well as awareness of other roles and responsibilities throughout the organization and is responsible for driving sales initiatives of other services. In addition to maintaining our vision by adhering to our values, this position must provide the highest level of service to our guests in all sales related functions while maximizing rate and occupancy.

Principal Duties and Responsibilities

- Ensure that events as well as the event documentation progress seamlessly by following established procedures, collaborating with other employees, and ensuring accuracy
- Gather non-contract catering or meeting space information needed from client (e.g. food allergies, linen colors)
- Issue weekly Banquet Event Orders (BEO) to the operations team paying attention to detail, ensuring the information accurately reflects what has been requested by the client.
- Ensure billing accuracy and conduct bill reviews with the clients prior to processing the final bill
- Conduct site visits, including walk-in appointments in a professional manner, demonstrating full knowledge of property, products and services with the ability to tailor benefits to meet client needs
- Act as liaison between Fort Worden and customer throughout the event process (pre-event, event, post-event), satisfying needs, generating rooming lists, meeting space setups etc.
- Check all meeting spaces before client arrival to ensure satisfaction; assist with set up as needed
- Greet the client at check in and be the point of contact throughout their stay, handling questions and concerns in a professional manner
- Gather all necessary information and invoices then review bill with client to ensure accuracy
- Make pre-event calls and post event calls to client to maintain the relationship and to gain potential future business
- Identify operational challenges associated with his/her group and determine how to best work with the property staff and customer to solve these challenges and/or develop alternative solutions
- Participate in customer site inspections and assists with the sales process as necessary
- Solicit feedback from the property departments to identify areas for improvement to enhance the Event Planner's experience
- Work to develop new or existing policies and procedures as determined by need in order to enhance the productivity of the event process
- Adhere to all standards, policies, and procedures
- Attend and participate in staff meetings as required
- Support other members of the Sales Team, stepping in to assist in duties as appropriate
- Perform other duties, responsibilities, and special projects as assigned

Qualifications

- 1-3 years of experience in event management or related professional area, catering experience preferred
- 2-year degree from an accredited university in Hotel and Restaurant Management, Hospitality, Business Administration, or related major, preferred
- A high school diploma or equivalent

Knowledge, Skills, and Abilities

- Speak with others using clear and professional language
- Prepare and review written documents accurately and completely
- Answer telephones using appropriate etiquette
- Outstanding interpersonal skills and attention to detail
- Ability to handle confidential and sensitive information
- Ability to handle multiple guests and operational demands with a high degree of professionalism, operating often with time sensitive deadline
- Proficient computer skills and knowledge
- Ability to work a flexible schedule including nights, weekends and holidays

Key Competencies

Key Competencies include project or event management, multi-tasking, attention to detail, relationship builder, problem analysis and solving, excellent communicator, confidentiality and integrity. Adhering to our Core Values includes being guest-centric, teamwork, respect, pro-active, accountable, learning and sustainable.

EEO Statement

The Fort Worden Public Development Authority is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation or presence of a disability.

Pursuant to the Americans with Disabilities Act, the PDA will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

***Fort Worden Public Development Authority** is a Charter of the City of Port Townsend acting as a Special District public corporation. Our mission is to be financially self-sustaining, and to infuse the Fort with the beauty and energy that allows it to reach its potential as a gathering place for individuals, families and groups who seek enrichment and discovery through life-long learning.*

I have read, understand and am able to perform the essential functions of this position with or without accommodations.

Employee (Print Name)

Employee Signature

Date

Event Coordinator

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

NA: Not applicable, not required of this position.

NE: Requirement is present, but is not essential to the position.

O: Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

F: Frequent, 34-66 percent of the time.

C: Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting				X	
Walking				X	
Standing				X	
Running	X				
Bending or twisting		X			
Squatting or kneeling		X			
Reaching above shoulder level		X			
Climbing (e.g. ladders)		X			
Driving cars, light duty trucks		X			
Driving heavy duty vehicles	X				
Repetitive motion of hands/fingers				X	
Grasping with hand, gripping				X	

	NA	NE	O	F	C
Lifting/carrying 10-25 pounds			X		
Lifting/carrying 26-50 pounds	X				
Lifting/carrying more than 50 pounds	X				
Pushing/Pulling	X				
Using Foot Controls	X				
Work in/exposure to inclement weather		X			
Work in/exposure to cold water		X			
Exposure to dust, chemicals or fumes		X			
Work/live in remote field sites		X			
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	X				
Swimming, scuba diving	X				
Work at heights (e.g. towers, poles)	X				
Exposure to infection, germs or contagious diseases	X				
Exposure to blood, body fluid, or potentially contaminated materials	X				
Exposure to needles or sharp implements	X				
Use of hot equipment (e.g., ovens)	X				
Exposure to electrical current	X				
Seeing objects at a distance		X			
Seeing objects peripherally		X			
Seeing close work (e.g., typed print)					X
Distinguishing colors					X
Hearing conversations or sounds					X

	NA	NE	O	F	C
Hearing via radio or telephone					X
Communicating through speech					X
Communicating by writing/reading					X
Distinguishing odors by smell	X				
Distinguishing tastes	X				
Exposure to wild/dangerous animals			X		
Exposure to insect bites or stings			X		
Work/travel in boat/small aircraft	X				
Exposure to aggressive/angry people				X	
Restraining/grappling with people	X				
Other:					
Other:					

Items checked above must be consistent with tasks listed.

I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

Employee Signature

Date