

**Position: Event Coordinator**

**Department: Sales**

**Reports to: Sales Manager**

**FLSA Status: Non-Exempt**

**Salary Range: \$18-\$20 per hour plus tips, dependent upon experience.**



FULL BENEFITS for full-time employees includes medical, dental and paid time off. PLUS additional employee perks including discounts and free stays.

**Position Summary:** The Event Coordinator is the point of contact for sold group events between the client and the Fort Worden campus. The Coordinator ensures all phases of assigned sold campus events have a high level of service. Additionally, this position is responsible for ensuring campus 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 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. 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.

### **Principal Duties and Responsibilities**

- Communicate with guest point of contact(s) for sold events in planning the details of their event from housing and/or catering needs to room set up and any additional needs during their event, such as audio visual and other details pertinent to event success.
- Work closely with operations team to ensure catering and meeting room details are being sold and executed at the expected level with guest experience in mind.
- Effectively communicate with operations team on progress of sold events and on deliverables related to meeting the expectations of the guest.
- Utilize various software tools to communicate information to those on the operations team paying attention to detail, ensuring the information accurately reflects what has been requested by the guest and following the sales planning process to ensure not detail is overlooked.
- Ensure billing accuracy and conduct bill reviews with the guest prior to the Sales Manager 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 guest needs.
- Prepare guest arrival materials and be the point of contact throughout their stay, handling questions and concerns in a professional manner. This includes some front of house service.
- Ensure that events progress seamlessly by following established procedures and fulfill all elements of service philosophy.
- Make pre-event calls and post-event calls to guest to maintain the relationship and to gain potential future business.
- Proactively identify operational challenges associated with group and determine how to best work with the campus staff and guest to solve these challenges and/or develop alternative solutions.
- 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.

### **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.

### **Qualifications**

- 1-3 years of experience in event management or related professional area, catering experience a bonus
- 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
- WA State Safe Serv or Food Handler's Card (can be obtained after hiring)

### **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
- Anticipate guest's needs before a problem arises
- 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 and solve problems as they arise
- Proficient computer skills and knowledge
- Ability to work a flexible schedule including nights, weekends and holidays

### **About Fort Worden Hospitality:**

**Fort Worden Hospitality** welcomes visitors to a treasured state asset – **Fort Worden State Park and Lifelong Learning Center**. We connect people to the park's resources: the **lifelong learning center campus**, the cultural, educational, artistic, environmental, and recreational programs offered by the park's **partner organizations**; the trails, beaches and historic batteries. We also provide hospitality packages; meeting and events spaces; food service; and **lifelong learning programming**.

### **Fort Worden's Service Philosophy**

- **Cultivate a community** for anyone to feel welcome at Fort Worden.
- **Attention to detail** in every task.
- **Model of integrity** in policy and practice.
- **Proactively work to ensure guests and employees want to return.**

### **EEO Statement**

Fort Worden Hospitality 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, Fort Worden Hospitality will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

\_\_\_\_\_  
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
	<b>NA</b>	<b>NE</b>	<b>O</b>	<b>F</b>	<b>C</b>
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