



# **Town of St. James**

## **Meetings and Events Coordinator**

### **(Full-Time)**

#### General Statement of Duties

Coordinates and supports successful activities, meetings and special events at the Homer E. Wright Event Center and St. James Town Hall complex. Duties include scheduling and coordination of client activities and events, creating proposals and contracts, invoicing, and processing payments. Position requires hands-on preparation of event spaces, technical support, and exceptional guest service.

#### Distinguishing Features of the Class

An employee in this class will ensure client and guest satisfaction during all activities and events at the facility. This employee will serve as primary facility contact in the absence of the Center Manager. The employee will work closely with a diverse group of internal and external customers including Town Staff, Elected Officials, Town Residents, Clients, Event Attendees and Contracted Suppliers. Work is typically performed in an inside environment under the general supervision of the Center Manager.

#### Essential Duties and Tasks

- Receives and qualifies inquiries for function space, quotes price and availability
- Creates proposals, agreements, and event summaries in support of client events
- Ensures proper allocation of resources and equipment based on client needs
- Ensures client and guests needs are met in both pre-planning, and event execution
- Set up and tear down conference furnishings and AV presentation equipment as required for each activity
- Provide technical support to clients, presenters and guests as needed
- Diagnose and resolve simple technical issues as needed for presentations
- Maintain appearance and condition of furnishings, equipment, and facilities
- Respond promptly to client/guest requests for service
- Support Town business meetings as needed

#### Desired skills and abilities

- Available to work flexible hours, days, evenings, and weekends as needed.
- Able to work calmly and effectively within deadlines.
- Team player approach to the workplace.
- Personable demeanor with a customer centered focus.
- Able to listen, interpret and build rapport with a variety of internal / external customers.
- Able to work independently and take initiative.
- Takes pride in being professional, dependable, discrete, and sincere.

#### Desired experience and qualifications

- Five years of verifiable hands-on experience in a professional customer service setting.
- Two years of experience in a hospitality or educational environment working on live event planning and execution.

#### Physical Requirements

- Must be able to perform basic life operational skills of balancing, stooping, reaching, bending standing walking.
- Must be able to push, pull, and lift heavy conference furnishings and equipment of up to 50 lbs.
- Must be able to climb ladders and operate mechanical lift equipment.
- Must have visual acuity to read, inspect equipment, prepare documents, and operate a computer.

#### Special requirements

- Possession of a valid driver's license
- First aid and CPR certifications preferred

Salary Range for this position is \$50,000 - \$60,000 BOE