



Event Coordinator Job Description

Position Title: Event Coordinator
Department: Guest Services
Reports Directly To: Guest Services Manager
Reports Indirectly To: N/A

Directly Supervises: Guest Services Host(s)
Indirectly Supervises: N/A
Date: 09/19/2017

SUMMARY: The Event Coordinator acts as a liaison between the property operation and guest groups by being responsible for all aspects of coordination of rental groups booking and stay, including program activities, recreation, and meeting/housing. Responsibilities include all aspects of guest service, hosting, program areas, recreation and equipment, housekeeping, and audiovisual equipment and programs. Position requires coordination between other departments on the property (Administration, Education, Food Service, and Site & Facilities). The Guest Services Event Coordinator will lead a weekly interdepartmental meeting and directly supervise the Guest Services Hosts. They are expected to deliver an exceptional level of customer service and to uphold the NorthBay philosophy and mission at all times.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

Group Hosting Responsibilities:

- 1) Work with sales team and reservations system to ensure clear quality coordination and communication with the guest groups and other property entities. Requires proficiency in verbal and written communication and willingness to creatively solve guest problems.
- 2) Lead the hosting responsibilities during guest group stays.
- 3) Coordinate and manage the hosting schedules for guest groups.
- 4) Supervise the flow of information between guest groups and the property prior to and during their visit, coordinating between the property and guest group leadership.
- 5) Conduct weekly guest services meetings with other departments to communicate the details of arriving group(s).
- 6) Manage regular reports in order to track information needed.
- 7) Conduct tours as needed.

Program Development:

- 8) Responsible for stocking of the gym and game room with game supplies as well as maintain in good working order all gym and game room equipment all within budget.
- 9) Must handle various details for set-up of each operation and know safety standards and regulations.
- 10) Coordinate, supervise, and/or assist other property staff with special projects that require extra physical or technical assistance.

Staffing and Training:

- 11) Hire, train and supervise Guest Services Hosts.
- 12) Participate in staff meetings and supervise Hosts in the Guest Services department.



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QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. High performing individual that possess ability to work goal oriented both independent and in a team setting, with the proven ability to coordinate multiple projects and expectations seamlessly. Have a history of excellence in customer service.

ESSENTIAL SKILLS, EDUCATION and/or EXPERIENCE:

- 2 – 5 years of relevant work experience
- Bachelors degree preferred
- Previous employment in the hospitality industry preferred

SUPERVISORY RESPONSIBILITIES:

Directly supervise Guest Services Hosts.

LANGUAGE SKILLS:

Strong written and verbal communication skills required.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; use hands to handle or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

The job functions of this position requires that you will be in the outdoors in all-weather including but not limited to rain, snow sleet, high wind, cold, heat, and may be exposed to biting and/or stinging insects to include but not limited to ticks, chiggers, mosquitoes, flies and bees. Extensive walking and standing is required of this position.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.