

ESSENTIAL DUTIES AND RESPONSIBILITIES

EVENT COORDINATOR

(Reports to Senior Events Coordinator)

Job Objective

To work closely with the Account Executives to ensure all functions sold, are planned, coordinated and executed in keeping with the company's service standards, thus ensuring a seamless service experience is enjoyed by all clients using the Lloyd Erskine Sandiford Centre facility.

Principal Duties & Responsibilities

- Meet with the Account Executives to review all assigned functions to ensure that the services requested by the client are well planned, coordinated and executed in keeping with the company's customer service charter.
- Arrange meetings with each assigned client to review function details thus eliminating any ambiguity with the coordination and hosting of the function.
- Arrange, preside and invite where necessary the requisite personnel to any pre- meeting held with the client to ensure all services pertaining to the function are adequately addressed prior to the function date.
- Building and maintaining a strong credible relationship with contact person from the planning stages of the event until the end.
- Ensure that files are up to date and adjustments easily read, and recorded accurately to facilitate efficient and effective record keeping.
- Ensure that the EMS System is updated in a detailed and timely manner so that Event details are readily available and accessible to all departments
- Ensure that for all amendment of services requested the requisite payments are collected prior to services being provided or such payments managed as outlined in the preferred client listing policy.
- Ensure that all clients are reminded of the company's operating policies and procedures and that all regulatory documentation required, such as Music licensee, insurance coverage, etc are obtained prior to the event being hosted.
- Ensure that amendment forms are completed for all additional services requested in accordance with the company's financial policies and procedures. Create a system to track the return of signed amendments.
- Conduct a routine check of the room in which the function is to be hosted within 36 hours of the event date to ensure that all the necessary amenities are working and that the ambience and décor of the room meets the company's service standard.
- Prepare quality service report on each assigned event and submit to the Quality Assurance Officer and the Senior Events Coordinator within 24 hours of completion of the event.

- Liaise with customers to ensure that last minute requests are satisfied wherever possible and provide recommendations to clients as to the most effective ways to handle such changes.
- Create, develop and arrange a weekly schedule to meet all assigned clients whether on or off property for submission to the Senior Event Coordinator or designee.
- Endeavor on every occasion to up sell the company's services and products to every client encountered as well as to solicit at least three (3) potential leads each week.
- Maintain the confidentiality of information gathered from clients by not disclosing such to person or persons not employed with the Company.
- Attend scheduled departmental and operational meetings.
- Perform all other related duties as may be assigned.

Desired skills and abilities

- The incumbent requires a working knowledge of Micro Soft office - specifically Word, Excel, Power Point, and Project.
- Excellent writing and presentation skills.
- Oral communication and good public speaking skills essential.
- Excellent people, sales, planning, negotiation and service skills
- The ability to effectively communicate proper usage of the English language both verbally and in writing.
- Good interpersonal skills
- The ability to track all contracts and provide requisite reports.

Ability to:

- Be a team player is critical.
- Work extended hours under varying schedules.
- Meet rigid deadlines.
- Plan administrative duties and be a good time manager.
- Prioritize, be creative, energetic, innovative, multi-task and work successfully under demanding conditions
- Meet and exceed required performance standards.
- Actively listen and assimilate information quickly.

Minimum Qualifications

The successful applicant should have a minimum of five (5) O levels at GCE or CXC which should include English Language, Mathematics and a foreign language. In addition the incumbent must have at least three (3) years' customer service experience working in sales and/or event services in a convention, hotel, or the hospitality industry. Previous planning and sales experience would be an asset.

Remuneration

Salary will be based on experience and qualifications. The successful candidate must have access to an automobile and a clean Police Certificate of Character will be required.