



Position Title: Conference Services Coordinator

Reports To: Conference Services Manager

Job Classification: Year-round; Hourly/Non-exempt

Job Summary:

The purpose of the Conference Services Coordinator is to assist in organizing the details of The Resort at Paws Up's special events such as conferences, weddings, birthdays, anniversaries, charity events, surprise parties, sales meetings, business meetings and all other events as assigned events to the standards of The Resort.

Duties and Responsibilities

- Work with vendors, suppliers, contractors, team members, managers, and other department at the same time to coordinate the event timelines.
- Assist with negotiations for guests and vendors including, but not limited to: food and beverage, supplies, equipment, décor, props, staging, transportation and more to meet quality standards and The Resort at Paws Up expectations.
- Conduct research, make site visits, plan layout of seating, entertainment, decorations, food and beverage stations to suggest event possibilities.
- Assist with managing on-site production and clean up for events as necessary.
- Create, manage, monitor group room blocks prior, during and post the groups dates.
- Assist in ensuring all reservations have correct billing, and all other necessary information.
- Interpret sales contracts to ensure accuracy of dates, rates, billing, deposits, and inventory levels.
- Work with Conference Services team and guest with group rooming lists, reservation changes, and group billing according to contract.
- Complete Group Commission Report, after group's departure.
- Utilize software to manually record pickup, rates, and correspondence.
- Assemble reports documenting group pickup, new group reservations, and holds to convey in the weekly Sales & Marketing meetings. Attend all meetings and training as scheduled by the Conference Services Manager.
- Take ownership of the event, have strong follow through and communication skills throughout the event from inception to completion.
- Be organized and detail oriented, utilizing checklists or other systems to ensure no task is left undone; anticipate events and plan ahead; prepare for the unexpected; remain focused on the end result.
- Remain calm under pressure; handle crisis management as it unfolds and remain flexible to change as events happen.

- Perform additional duties as requested by the Conference Services Manager.

Qualifications:

Required education:

- High school diploma, GED or vocational training
- 2+ years’ of work experience as an Conference Services Assistant, Conference Services Coordinator, or Event Coordinator.
- Excellent communication skills, including writing, proof reading skills, and speaking.
- Excellent organization skills and experience with project management.
- Excellent interpersonal skills both in person and by phone, with high professionalism.
- Strong Microsoft Office skills including Word, Excel, PowerPoint and Outlook to, plan, budget, and organize events.
- Proficient use of the Web to conduct research, procurement and suggest event ideas.

Preferred education:

- Bachelor’s degree in Event Management; Previous work experience at a resort or club.

Receipt and Acknowledgment:

I acknowledge and understand that:

- The job description provides a general summary of the position in which I am employed. The contents of this job description are job requirements, and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if at any time I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time due to business demands, by The Resort at Paws Up.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of The Resort at Paws Up.
- I have read and understand this job description as outlined herein. I have been allowed to ask questions to clarify any points listed on this job description.

Employee Name (Print):		Date:	
Employee Signature			