



Job Title: Business and Professional Development Events Coordinator
Department: Business and Professional Development
Reports To: Business and Professional Development Supervisor
FLSA Status: Exempt

Position Summary: The Business and Professional Development Events Coordinator is responsible for assigned duties related to the Member Event Center (MEC) and the Business and Professional Development Departments.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to demonstrate the following with proficiency; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide support to members and clients over the phone, in-person, and via email
- Manage all sales and logistics of the MEC from lead capture and inquiry, through proposal/contract negotiation, payment collection, and day-of execution of the event
- Facilitate additional needs for security, technology, equipment, parking, catering, and assistance from other departments as needed
- Physical assistance with setting up rooms is required
- Conduct site visits, tours, and planning visits for prospective and existing clients
- Assist in upholding and maintaining all event policies and procedures
- Maintain MEC preferred vendor lists and COIs
- Disseminate MEC information across departments through written and verbal communication
- Maintain necessary documents for all MEC events including contracts, invoices, certificates of liability insurance, and payments
- Be a strong ambassador at all ABoR and MEC events, creating impactful customer experiences including management of lead conversion, sales process and follow up
- Assist the Business Development Department in any necessary non-MEC event logistics.
- Assist and support ABoR committees, focus groups, and cross-functional teams (i.e. Industry Awards Committee, Events CFT, etc.)
- Attend and assist in logistics of offsite or onsite ABoR events (i.e. Happy Hours, Installation, Industry Awards, etc.) May require coordination with other departments.
- Assist in ticket sales and sponsorship efforts.
- Attendance and support at weekend and early morning and/or evening events is required
- Assist the Professional Development Department in any necessary academy logistics
- Facilitate virtual, in-person, and hybrid classroom logistics as needed.
- Other duties as assigned.

Competencies: To perform the job successfully, an individual must be able to demonstrate the following.

- **Customer Service** - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.
- **Cultural Awareness-** The capacity to recognize and value diversity as strengthening aspect of the workplace, to be willing to explore self-assessment, with positive intent manage the dynamics of difference, acquire and practice cultural knowledge and adapt to diversity and the cultural contexts of the communities one works and serves in.
- **Commitment to Excellence-** Must demonstrate a commitment to quality by taking pride in your work and strive to deliver the best possible results. Actively looks for opportunities to improve the way you work, generate ideas for streamlining processes and consistently working to produce the best work product.
- **Adaptive to Change/Flexible (general)-** Commits to drive change initiatives, receptive to frequent change occurring within the workplace. Exhibits an openness to different and new ways of doing things. Consistent willingness to modify one's preferred way of doing things for the greater good of the organization. Able to see the value and merit of perspectives other than own and can accept consensus without creating negative internal narratives. Demonstrates openness to organizational improvements to include but not limited to: organizational structures, systems, procedures, and technology. Quickly able to adapt to a different strategy and "fail fast" when an initially selected one isn't effective. Ability to modify a maintain a strongly held position in the face of contrary evidence.
- **Adaptive and Change Management/Flexible (leaders)-** Ability to streamlining services, adjust budgets, reposition team roles to improve performance. Consistently drive change initiatives by being receptive and open to frequent change occurring within the workplace. Demonstrates strong people skills and define and articulate a clear direction for employees and customer (if applicable) understand. Consistent willingness to modify one's preferred way of doing things for the greater good of the organization. Able to see the value and merit of perspectives other than own and can accept consensus without creating negative internal narratives. Demonstrates openness to organizational improvements to include but not limited to: organizational structures, systems, procedures, and technology. Quickly able to adapt to a different strategy and "fail fast" when an initially selected one isn't effective. Ability to modify a maintain a strongly held position in the face of contrary evidence.
- **Attention to Communication-** Ability to convey information cross functionally and to ensure that information is passed on to others who should be kept informed. Consistently ensures that others directly involved in a work project, initiative or effort are kept informed about changes, modifications, developments, and deliverables. Committed to sharing important information in a timely manner and as appropriate. Leverages multiple channels or modes of communicate important information (example: phone, text systems, memos, newsletters, meetings, electronic mail).
- **Managing Competing Priorities-**Ability to reprioritize tasks and projects, maintain and/or negotiate deadlines when needed. that works for both of you. Ability to reprioritize often and consistently affirm and oversee current priorities and adjust when the priorities

shift, ideally while maintaining professional working relationships.

- **Detail oriented** – Must have strong attention to detail and be able to prioritize and manage multiple tasks simultaneously.
- **Cost Consciousness** - Works within approved budget. Conserves organizational resources.
- **Project Management** - Coordinates projects. Communicates changes and progress. Completes projects on time and budget.
- **Dependability** - Commits to doing the best job possible. Follows instruction. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions.
- **Planning & Organization** - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.
- **Innovation** - Displays original thinking and creativity. Meets challenges with resourcefulness. Generates suggestions for improving work. Develops innovative approaches and ideas. Presents ideas and information in a manner that gets others' attention.
- **Quality** – Fosters quality focus in others. Improves processes. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.
- **Use of Technology** - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

Qualifications: The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience:

Associate's degree or 2-3 years related experience or equivalent combination of education and experience.

Previous event sales, event planning and /or event operations experience in an event venue highly desired.

Language Ability:

Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Write routine reports and correspondence. Speak effectively before groups of customers or employees.

Mathematical Ability:

Calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Apply concepts of basic algebra and geometry.

Reasoning Ability:

Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

Microsoft Office Suite, Excel, use of the internet and the ability to learn specialized software abilities.

Certificates and Licenses:

Certified Meeting Professional preferred but not required

Supervisory Responsibilities: N/A

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

Flexible schedule to include early mornings, evenings and weekends is required.

Physical Criteria: The physical criteria described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include ability to adjust focus. While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; sit and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

This job will require physical assistance in room set ups including movement of furniture.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date