

Job Title:	Facility Rentals Event Coordinator (Full-Time)
Reports to:	Sales Director, Special Events

PURPOSE OF THE JOB:

Supports sales, planning and execution of facility rental and internal event activities for the Kauffman Center for the Performing Arts. Under the supervision of the Sales Director, acts as a liaison, and consistently a primary point of contact for internal and external events. Develop and maintain client and vendor relationships to ensure excellent customer service, proper planning, and execution of the facility special events.

ESSENTIAL JOB FUNCTIONS:

- Provide support and event coordination for the facility rental sales department, including but not limited to: written and verbal communication with clients and internal department planners, coordination with internal and external contracted vendors including catering, production, entertainment, security, parking, and patron services.
- Ensure each event rental client is provided timely responses and manage an appropriate event planning timeline.
- Provide turnkey service and planning guidance to event rental clients while identifying the needs of each event and ensuring customer satisfaction.
- Attend departmental and event specific planning meetings.
- Manage and oversee events on the day of, including event set-up, communication with staff, organizing vendors, and managing load-out.
- Proactively anticipate and troubleshoot any emerging issues during planning process and on event day.
- Actively create sales opportunities for new events.
- Contribute to department growth and goals to improve services and quality of the facility rental events.
- Provide feedback and periodic reports to stakeholders.
- Support internal event planning for various departments as needed.
- Assist in coordination of Facility Sales and Events Intern duties.
- Ensure compliance with all health and safety obligations for events.
- Other duties as assigned.

ESSENTIAL SKILLS and ABILITIES:

- Proven experience and knowledge working in the special events event industry and live event related services (weddings, meetings, parties, corporate events).
- Excellent written, verbal, and interpersonal communication skills in a professional environment.
- Sales skills and ability to build productive business relationships.
- Ability to present ideas and plans to clients and vendors with adaptability and positive results.
- Excellent organizational and time management skills.
- Excellent problem-solving and critical thinking skills.
- Ability to manage multiple projects independently.
- Flexibility.
- Enthusiasm and imagination.

- Great attention to detail.
- Ability to lift 50 lbs, bend, stretch, stand for extended periods of time, climb stairs, reach, twist, sit, walk, and/or run.
- Strong knowledge and experience with MS Office Suite (Word, Excel, Power Point).
- Ability to learn and utilize internal event scheduling, catering and diagram software packages.

EXPECTATIONS

- Work effectively with multiple clients and events/projects simultaneously.
- Establish solid relationships with external vendors, internal departments, and food and beverage contracted staff.
- Able to work varied days and hours, on weekends and some holidays.
- Able to work independently and collaboratively.
- Maintain confidentiality with all financial and other proprietary information.

PREFERRED QUALIFICATIONS

- Minimum of 1-year experience in special event operations and planning. Venue management experience is beneficial, but not required.
- Experience communicating with clients and prospective clients via phone, e-mail, and face-to-face.
- Experience coordinating large scale events, including weddings and corporate meetings.
- Bachelor’s Degree in hospitality/event management or other related field.

WORK SCHEDULE

This full-time position requires a flexible schedule commensurate with the business cycles of a large performing arts center.

ORGANIZATIONAL VALUES

Adheres to and promotes the organization’s values (see below):

ORGANIZATIONAL VALUES			
Own it, get it solved	Aim for excellence	Be enthusiastic	Act with respect
<ul style="list-style-type: none"> ▪ Integrity ▪ Honest communication ▪ Transparency ▪ Trustworthy ▪ Responsible 	<ul style="list-style-type: none"> ▪ Striving to improve or meet a standard of excellence ▪ Motivated 	<ul style="list-style-type: none"> ▪ Flexible ▪ Fun ▪ Embraces new ideas 	<ul style="list-style-type: none"> ▪ Service ▪ Considerate of others ▪ Treat others with dignity and care ▪ Work toward shared goals

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.