

Job Description

**Job Title:** Event & Guest Services Coordinator

**Department:** President’s Office

**Reports to:** Carla Lenox & Dave Holmes

**FLSA Status:** Full Time

**Revised By:** Carla Lenox and Dave Holmes

**Revision Date:** 6/18/2020

**Approved By:**

**Approved Date:**

**SUMMARY**

To provide event and meeting guest services with excellence for the Bright Ministry Center and Converge leaders, staff and guests through executing and planning events and meetings.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Bright Ministry Center: report to Director of Facilities, Dave Holmes

* Assist the Director of Facilities with communication, rentals, contract negotiations and pre/post event preparations and inspections at the BMC.
* Assist large groups using the BMC with building orientations, expectations, resources, requests, contracts, invoices and damage documentation.
* Assist with contracting laborers, janitorial services and AV techs.
* Back up to DOF for BMC systems and security (training provided).

Converge: reports to President’s Office Executive Assistant, Carla Lenox

* Maintain supplies and prepare hospitality bags for first-time visitors, out-of-town guests and Converge leaders.
* Purchase supplies in bulk, forecasting needs for meetings and being a good steward of resources.
* Coordinate and execute catering or food and beverage, set-up, serve and clean up; recruit volunteers and department admins to help as needed for meeting/events.
* Network and negotiate contracts with local hotels; manage reservations for out of town guests.
* Coordinate details such as budget, food and beverage needs, hotel accommodations and expectations with corresponding departments (CPAC, MAC, Launch, Compass, BOO, etc.)
* Conferences and Retreats: (Converge Unleash, Reach Conference, EMT Retreat) assist contracted event planner with pre-planning and on-site event coordinator for Converge conferences; site visits and research for future locations, negotiate contracts with hotel and vendors, coordinate food and beverage needs, space requirements, etc.
* Assist the President’s office with special guests, meetings and events as needed.

General Duties:

* Coordinate all meetings by reserving rooms in *espace* for BMC, Converge and Reliant.
* Reconcile expense report for monthly travel, meetings and events.

**QUALIFICATIONS:**

* To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
* Complete familiarity with basic computer, office equipment tools and functions.
* Must be able to work some evenings and weekends, flexible schedule.
* Capable of assisting guests in a professional, courteous manner, flexible and kind, representing Converge in a godly manner.
* Detail oriented, capable of prompt decision making with administrative and organizational skills.
* Travel is required.

**EDUCATION and/or EXPERIENCE**

* Two-year related experience and/or training in the hospitality or meeting/event field is desired.
* Computer literate with experience in Office 365 programs.
* Strong customer service skills and experience.

**LANGUAGE SKILLS**

* Ability to read and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
* Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
* Ability to read and write contracts and correspondence grammatically correct in English.
* Spanish speaking is helpful, but not required.

**MATHEMATICAL SKILLS**

* Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of U.S. currency and weight measurement, volume, and distance.

**REASONING ABILITY**

* Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS**

* CMP (Certified Meeting Planner) is encouraged, not 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.
* Travel is required for various meetings, events and conferences.
* Must be able to stand for 2-hours at a time.

**WORK ENVIRONMENT**

* The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
* Noise level may be high during events and lighting minimal.