



Event Coordinator I & II

Job Description

Position Overview:

The Event Coordinator positions are stepping-stones to the Meetings and Event Manager roles. Those in these roles primarily handle customer support and provide project assistance to our Meetings and Event Management team. Event Coordinators also have the opportunity to take on the management of smaller, less complicated events and often assume roles within larger events.

The Event Coordinator I and II roles are differentiated by the individual's level of education, experience, and confidence in providing direct client support.

Responsibilities:

The Event Coordinators role is varied and may include all or some of the following:

- Answer attendee calls and respond to emails regarding upcoming events
- Process registrations and update records
- Place outbound calls to clients and exhibitors to collect missing information
- Produce badges
- Provide reporting
- Handle registration site builds
- Build mobile apps
- Help train Customer Service Representatives
- Support event planner and registration managers with projects
- Act as lead registration manager on smaller events
- Act as support planner for small meetings
- Provide onsite registration support
- Support planning team onsite
- Assist with virtual event meetings

Required Skills

- Exceptional customer service skills
- Highly organized with strong attention to detail
- Excellent written and verbal communication skills
- Proficient in a variety of software: Microsoft Office Suite, Google Drive, Zoom, etc.
- Ability to manage multiple priorities and meet deadlines
- Resourceful problem solver
- Team player and collaborator

- Quick learner with the ability to work within a variety of event platforms
- Work well under pressure
- Work well both independently and in a team environment

Education/Experience:

Event Coordinator I

- High school degree or equivalent required
- Associates or Bachelor's degree in Event Management, Hospitality, Marketing, or related field preferred
- 1+ Years in the hospitality industry
- 1+ Years of customer service experience

Event Coordinator II

- High school degree or equivalent required
- Associate or Bachelor's degree in Event Management, Hospitality, Marketing, or related field preferred
- 2+ Years in the hospitality industry
- 2+ Years of customer service experience

This is a full-time position with benefits. Employee will be eligible for company bonus.

Pay Range (based on US): This is a full-time position with benefits.

Event Coordinator I: \$48,000 - \$60,000

Event Coordinator II: \$53,000 - \$65,000

