

# **Carleton College Non-Exempt Position Description**

**Job Title:** Events Coordinator

**Reports To (Title):** Manager of Conferences and Events

**Department:** Auxiliary Services

**Division:** Finance and Administration

**Revision Date:** 10/20/21

## **Position Overview:**

Coordinate all events and related technology (resources) at Carleton College. Serves as the hands-on driver of planning, execution, and day-of support for all Carleton events and conferences. In conjunction with the Manager of Conference and Events and the Campus Scheduling Administrator, this position will work to cultivate an internal campus culture of responsible and appropriate use of space resources and collaborative planning that facilitates a cohesive and integrated approach to campus events.

## **Essential Job Functions/Responsibilities:**

- Cultivate an exceptional customer service culture across the college for all events; build strategic partnerships with key constituency groups using space and campus resources as a relationship-building opportunity
- Serve as primary contact for non-college group special events. Advise parties of policies and fees and refer to appropriate offices as needed. Communicate with groups re: rehearsals, disability accommodations, deliveries, etc. and detail for set ups.
- Work with Summer Liberal Arts Institute to develop and manage (and support through the formation of new revenue streams) the college's increasing role as a "year-round" campus through internal and external program cultivation, space allocation and improvement in strategic campus-wide initiatives to help ensure proper support and service for all constituents
- Coordinate administrative and operational functions of the event services, which serves as the central resource for events at the college, providing college-wide space and event scheduling, design, planning, promotion and evaluation
- Coordinate all service needs for events held on campus
- Lead the development and implementation of college guidelines and practices pertinent to on-campus college events sponsored by departments and outside organizations
- Build positive working relationships with faculty, staff, and students to ensure day-of support for all internal and external events.
- Be in attendance during key events to trouble-shoot day-of issues and ensure smooth event execution
- Act as a planning partner to campus departments for all events to ensure a high level of service and event management
- Provide oversight for the development of comprehensive marketing tools for external events, working collaboratively with Marketing and Communications colleagues, including but not limited to the event services website, print materials, and social media

- Participate in the campus wide events working group to meet weekly facilitating a centralized planning process for all campus events.
- Act as backup to the Campus Scheduling Administrator.
- The Events Coordinator will ensure that events are supported by checking to make sure that rooms are prepared for events, setups are in place, PEPS is in place, Catering is in place, Doors are unlocked, Rooms are clean and presentable
- Checking to ensure that events listed in the Events Calendar, fliers and other informational sources reflect what is in EMS
- Acting as day-of support for events when needed.
- Coordinate the resources owned by Auxiliary Services so that they can be used for different departmental events. This would include loaning out, delivering, tracking, reclaiming, maintaining and inventorying the following:
  - Conference Call Camera
  - Stanchions and sign holders
  - Sandwich boards
- Coordinate SignUp Genius administration, act as liaison to SignUp Genius Tech Support to troubleshoot problems and/or seek ways to create new types of Sign Ups, assist with creating and maintaining SignUps for departments, creating and providing reports generated by SignUps.
- Coordinate digital signage system. Assist with creating Bulletins, Crawls and Videos for departments. Post signage to selected players for specified dates and times and selected events. Coordinate the inventory of players and monitors. Work with ITS to handle updating equipment and the replacement of failing and aging hardware. Work with the Manager of Conferences and Events toward justifying the Digital Signage program meriting its own budget

**Additional Job Responsibilities:** May be required to perform other job-related duties as assigned by Supervisor. All responsibilities and requirements may be subject to change over time.

**Describe Supervision Received and Exercised:**

*Received:*

Meet with Supervisor at appropriate intervals to ensure progress toward goals, in addition to annual Performance Appraisal and Goal Setting review.

**Education/Experience/Skills (supported by job duties)**

- 3-5 years of directly related prior experience is required.
- B.S. in Business or related field, or the equivalent of 2-4 year's hands on experience is required.
- Experience with Windows based business and computer applications is required.
- Knowledge and experience with Event Management Systems (EMS), contactless card based privilege control and cashless financial transaction management practices in a college or university setting is desirable

- Must have experience with client server PC workstation applications, excellent computer skills with regard to word processing and relational database experience, and excellent organizational, time management, oral and written communication skills.
- Must adhere to deadlines and producing quality results.
- Must have previous event management experience in a college or university setting.
- Must have excellent customer service skills.
- Experience planning, executing, and supporting professional strategic and reputational events.
- Experience in relationship building with the external community, vendors, catering teams, facilities/hospitality teams, and other key colleagues.
- Experience managing and marketing on various social media platforms.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.