

Position Description

Event Coordinator/Concierge
January 2022



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Position Description

Position	Event Coordinator/Concierge
Reporting to	Event Manager
Direct Reports	0

Key Accountabilities

Event Coordination

- Ensure the seamless delivery of all functions and events on a daily basis whilst constantly striving to provide outstanding customer service.
- Co-ordinate caterers, external service providers, etc as necessary to execute events.
- Act as a responsible host at after-hours events and ensure safe alcohol practices are adhered to.
- Build and maintain relationships with all event clients encouraging repeat bookings and customer loyalty.
- Request and manage client feedback.
- Work closely with the team to ensure all aspects on an event exceed client expectations.
- Ensure all invoicing is completed accurately post-event.
- Drive revenue to achieve monthly and quarterly targets.

Event Delivery

- Work with the Event Manager to pick up and respond to all incoming event enquiries within 2 hours of receiving.
- Work closely with the delivery team to ensure a seamless delivery on the day.
- Prepare accurate quotes for clients ensuring the Event Manager signs off any discounted rates. Aim for a minimum 25% conversion rate.
- Always go above and beyond the customer requirement.

Event Administration

- Maintain the CRM system, using the required tags to ensure accurate reporting.
- Complete booking forms accurately with all of the specified information.

- Ensure the delivery team always have the most up to date copy of the days booking forms and run sheets.
- Complete post event invoicing accurately and in a timely manner.
- Ensure all costs incurred for an event are signed off and to margin.
- Send the feedback form post each event and monitor feedback accordingly.
- Support the Event Manager to achieve monthly/quarterly budgets.

Concierge Support

- Assist Lead Concierge to provide a professional, welcoming and engaging environment to our members and external visitors
- Provide exceptional support to manage membership enquiries
- Ensure meeting rooms are maintained, serviced and ready for use when required.

Nurture Relationships

- Maintain positive relationships with all members and event clients to ensure a minimum 40% repeat booker rate.
- Actively build and nurture relationships with members and clients to drive repeat booking and referrals.
- Maintain strong relationships with suppliers
- Work closely with the Bar and Events team supporting each other at all times.

Your competency profile	What you will bring specifically
<ul style="list-style-type: none"> • Hospitality and events experience • 1+ years customer services experience 	<ul style="list-style-type: none"> • Exceptional verbal and written communication skills • Excellent personal presentation • Strong attention to detail • Service approach • Strive for excellence • A genuine team player who is happy to pitch in where necessary • Committed to people • Integrity

Key Relationships

- Event Manager
- Site Manager
- Community team

- Event delivery team
- Members
- Clients
- Suppliers