

## Job Description

**Job title:** Event Coordinator or Event Manager

**Reports To:** Director of Events

**Department:** Renasant Convention Center

**FLSA Status:** Full-Time Salaried; Exempt

---

**POSITION SUMMARY:** This position is responsible for coordinating client needs with building staff for proper setup and smooth operation of events.

**ESSENTIAL FUNCTIONS:** *This position description is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification, but are intended to accurately reflect the primary job elements.*

### **DUTIES AND RESPONSIBILITIES**

1. Point of contact for meetings, conferences, and special events ensuring requirements are met and service expectations are exceeded, including event & room layout, timeline, event personnel and special requests.
2. Creates and distributes required paperwork to communicate client requirements to appropriate venue departments.
3. Coordinates with set up staff, operations and all departments, outside contractors, third-party vendors, concessionaires, etc. during events to ensure that requirements are fully addressed and executed.
4. Collaborates with Director of Events identifying event goals, including service and financial goals, communicating ongoing opportunities and challenges.
5. Manages events and performs as venue Manager on Duty, with other members of the management team as may be required.

6. Ensures venue rules, regulations, policies and procedures are enforced.
7. Supervises event services staff and coordinates all personnel related to the event to include ushers, ticker takers, security personnel, police officers, fire inspectors, and EMTs at events in the venue.
8. Understands importance of maintaining a spirit of accessibility with clients, executive management team, and event staff through use of cell phone and email communication, potentially outside of office hours or event schedule days.
9. Anticipates problems and appropriate solutions, investigates, analyzes, and resolves operational problems and complaints.
10. Demonstrates effectiveness in motivation, appreciation, and feedback with event staff.
11. Familiarized with all emergency procedures and able to respond appropriately to emergencies or urgent issues.
12. Observes and reports facility repairs, maintenance, and safety issues as necessary.
13. Maintains safe, secure, and sanitary working conditions and leave work area in a clean and orderly fashion.
14. Abides by all MMG policies in the Human Resources Policies and Procedures Manual.
15. Performs other duties as assigned or directed.

## **QUALIFICATIONS:**

### ***Education:***

- Minimum High School diploma, Bachelor's Degree from an accredited college or university in hospitality management, marketing, public relations or a related field preferred

### ***Experience - Manager:***

- Five (5) years of increasingly responsible experience in event planning, with at least two (2) years of direct supervisory experience.
- Other combinations of experience and education that meet these requirements may be substituted.

### ***Experience – Coordinator:***

- Knowledge of coordination/service techniques for meetings, banquets, special events, and public functions.
- Strong computer and communication skills

### ***Licenses or Certificates:***

- Possession of, or ability to obtain a current CPR certificate
- Possession of, or ability to obtain a Tennessee Driver's License

## **SUPERVISORY RESPONSIBILITIES:**

Directly supervises both full and part time event staff. Coordinates with other departments, including: Public Safety, IT, Sales and Marketing, Finance, Operations, and Housekeeping to carry out event. Carries out supervisory responsibilities in accordance with MMG's policies and applicable laws.

## **KNOWLEDGE, SKILLS & ABILITIES:**

- Work independently, exercising judgment and initiative with minimal supervision.
- Maintain an effective working relationship with employees and others encountered through the course of employment.
- Work effectively under pressure and/or stringent schedule and produce accurate results in a fast-paced environment.
- Organize and prioritize work to meet deadlines. Remain flexible and adjust to situations as they occur.
- Follow oral and written instructions and communicate effectively with others in both oral and written form.

- Operate standard office equipment and personal computer(s) using Microsoft Office
- Experience in CAD, Social Tables, Meeting Matrix, or other event drawing program, preferred
- Basic knowledge of Fire Codes in public facilities

### **PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:**

Requires ability to work flexible hours, including nights, weekends and holidays, in addition to normal business hours.

Physical Demands: Requires work involving standing or walking for LONG periods exerting up to 50 pounds of force on a regular basis; and some dexterity in operating office equipment.

Unavoidable Hazards: The position is exposed to no unusual environmental hazards.

Sensory (ADA) Requirements: The position requires normal visual acuity and field of vision, hearing and speaking abilities.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

*MMG is an Equal Opportunity/ Affirmative Action Employer, we will consider applicants for all positions without regard to race, color, religion, national origin or ancestry, sex, age (40+), disability, veteran status, or any other legally protected status under local, state, or federal law.*