



Events & Operations Coordinator

SUMMARY

The Events & Operations Coordinator contributes from the hub of a small but growing team of professionals who plan and implement educational events and other programming. This dynamic, full-time, entry-level professional position has essential accountabilities that crossover between event coordination, program promotion and communication, and organizational operations. This position reports directly to the Director of Business Operations, but will take direction from other team leaders.

The ideal candidate is civic-minded, has a passion for events and life-long learning, thrives in a fast-paced environment, can effectively manage multiple priorities within tight timelines, and demonstrates excellent interpersonal and communication skills. This challenging and rewarding opportunity requires a mix of big picture-thinking and detailed project planning, strong interpersonal and collaborative skills as well as the ability to work independently.

PRIMARY RESPONSIBILITIES

Responsibilities include, but are not limited to:

Event Support

- Supports event promotions with outreach research, data mining, and marketing lists
- Proofreading and creating promotional email campaigns and other communications, including social media
- Coordinates small events or ancillary projects related to events
- Provides day-of event support for registration, speakers, sponsors and attendees
- Assist team with acquiring needed reports from registration system
- Prepares event materials, nametags, mailings

Client & Guest Care

- Serves as first point of contact for in-person guests and monitors/responds to organization's general email accounts and phone lines
- Assists attendees, sponsors, exhibitors, speakers with registration questions and issues, updating records in registration software as needed
- Prepares registration invoices for groups and offline registrations, as requested
- Provides support for meetings with guests, clients, staff and board

Procurement and Purchasing

- Coordinates procurement for goods and services for events (AV, promotional collateral, on-site services, etc.) and general office needs (supplies, postage, toner, meeting materials, etc.)
- Coordinates event purchasing schedule with event managers
- Maintains and tracks inventory of supplies on hand and fixed assets

Operations

- Serves as point of contact for facilities, equipment, communications and IT vendors/contractors and helps create solutions to emerging operational needs
- Assists onboarding & orientation for new employees, including setup of computer workstation accounts and introduction to operational processes and procedures
- Updates and maintains phone system auto-attendant, organizational email accounts, team calendars, team and board contact lists
- Receives, logs and routes daily mail and deliveries
- Keeps office and event supplies areas organized and maintained

Record-Keeping & Document Control

- Assists in the development and revision of administrative and operational procedures and shared informational resources
- Organizes and maintains electronic files and folders, as well as hard-copy documents stored on- and off-site

JOB SPECIFICATIONS

Desired Education and Experience

- Degree or certification in event planning/management, business management or marketing/communications; or a combination of education and relevant work experience to total 5 years
- Minimum 1 year coordinating or supporting conferences, tradeshows, expos or similar program events
- Preferred experience using event registration management systems and other technologies for organizing and delivering event programs and services (i.e. CRM software, project management software, event mobile applications, etc.)

Knowledge, Skills and Abilities

- Proficiency with Microsoft Office products, including Excel, Word, Outlook
- Knowledge of principles and practices involved in event planning, management, promotions and communications
- Ability to clearly communicate and present ideas effectively to other staff, clients, customers, participants, etc., both verbally and in writing
- Ability to be resourceful, obtaining and learning the information needed to do the job from all relevant sources

- Ability to be flexible, manage change and stay calm under pressure
- Ability to innovate and learn new systems, technology and tools quickly
- Knowledge of principles and practices of basic office management and organization
- Excellent attention to detail, high level of accuracy and good proofing skills
- Highly organized, able to prioritize and manage time effectively
- Ability to work independently and with direction
- Ability to develop and maintain positive and effective working relationships with other staff, clients and the general public

ORGANIZATION EXPECTATIONS

- Adhere to all GTS Educational Events policies and procedures
- Maintain absolute confidentiality of all information pertaining to staff, clients, participants, stakeholders and partners
- Display a positive and professional image and attitude in all relationships with staff, clients, participants, stakeholders and partners
- Serve as an ambassador for GTS Educational Events at all times
- Demonstrate ongoing commitment to and responsibility for ongoing self-education

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

- Be indoors, sitting at a desk for the majority of the day
- Travel to and from event sites (primarily local, some outstate); must have driver's license and access to a car
- Must be able to pack, lift, and transport program equipment and materials to and from programs
- Must be able to set-up rooms for meetings if necessary – move some tables and chairs, set-up equipment
- Must be able to lift up to 10 pounds on a regular basis; up to 30 pounds occasionally

TOOLS AND EQUIPMENT USED

- Operate standard office equipment (phones, personal computer, copier, printer, etc.)
- Use personal smart phone for remote connectivity (email, phone, voicemail)

WORK ENVIRONMENT

- Small, fast-paced office environment in St. Paul, Minnesota

To be considered, apply by July 31, 2018 with resume, cover letter and salary requirements by email to Cynthia Berg, Director of Business Operations at cberg@mngts.org (no phone calls please).