I. SUMMARY

We are currently seeking a successful, enthusiastic Hospitality Coordinator to support the Senior Manager of Events & Hospitality create exceptional events, from conception through to completion. The Hospitality Coordinator is an outgoing and enthusiastic information source, promoting RMSC events, programs, memberships, and services and has a complete working knowledge of all RMSC offerings, as well as Rochester’s major events.

The ideal candidate will be committed to providing outstanding customer service and organizing unique, memorable events that are of the highest quality. The ideal candidate should also be passionate about hospitality, detail oriented, and highly creative. This role also requires excellent customer service skills, leadership skills, and the ability to delegate responsibilities while overseeing multiple projects through its entirety.

Work schedule will include flexible hours, weekends, weekdays, evenings, holidays and extended hours in order to meet the needs of the organization. Management retains the right to alter work schedules accordingly.

II. RMSC CORE VALUES

- Supports the RMSC Core Values of Community, Innovation, Excellence, Lifelong Learning and Integrity

III. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordinates hospitality and internal events by writing client correspondence, generating contracts, maintaining attendance records, files and financial records, handling billing requisitions, collecting deposits and payments, and invoicing for all facility rentals, clubs and in-house events.
- Collaborates with clients to accurately identify their needs and ensure customer satisfaction.
- Supervises the event/meeting room set ups for all events to ensure that they are completed in accordance with the clients’ requests and needs and in a timely manner. This includes generating work orders for all internal and hospitality events and submitting them no later than one week prior to the event.
- Establishes and follows proper procedure for all events. Serves at liaison between event hosts and catering/rental vendors and any additional vendors.
- Welcomes clients at each event and serves as the on-site coordinator to ensure customer satisfaction with meeting space and other requested arrangements.
• Conducts post event evaluations with clients to identify opportunities for improvement and client satisfaction.
• Ensures proper compliance with insurance, legal, health and safety obligations at all times.
• Manages internal equipment inventory, and orders event equipment such as tables, chairs, linen, valet, AV, lighting, etc. when needed. Requests staffing support for events.
• Secure and train volunteers as needed.
• Manages events on RMSC Central Calendar and generates and distributes event listings.
• Meets regularly with the Senior Manager of Events & Hospitality to discuss and review upcoming projects and maintain open lines of communication.
• Other duties as assigned.

IV. COMPETENCIES

Informational/Technical:
Appropriate use of radios, internet, intranet, email, paging system, payroll system, phone system, and computer systems. Working knowledge of Altru or other donor database solutions is essential.

Communication:
Ability to communicate effectively, politely, professionally, and comfortably with all guests and staff. Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; and participates in meetings. Extremely high proficiency for clear and informative written communication. Ability to read complex written information and also to be able to interpret data from multiple sources.

Decision Making and Reasoning Ability:
Must be dependable, organized, and able to adapt to changing demands and environments; the ability to apply common sense and understanding to carry out instructions delivered in written or verbal form. Ability to maintain confidentiality.

Time Management:
Ability to set priorities and to meet established deadlines without direct supervision. Ability to effectively transition between multiple duties. Ability to take initiative and identify projects in need of completion.

V. QUALIFICATIONS

Associate's degree in Event Management or related field with proven successful work experience planning, designing, and producing a variety of events (e.g. Fundraisers, Galas, Themed Events, Weddings, Conferences, Corporate Events, etc.)

Solid marketing and sales skills and proven ability to build fruitful business relationships, exceptional multitasking skills to manage multiple projects independently and consistently, and the ability to successfully manage all elements within time limits and on budget.

Ability to conduct market research, gather information, research vendors, and negotiate contracts.
Proactively approaches challenges that might arise and is able to quickly troubleshoot.

Demonstrates commitment to innovation; eagerness to share ideas on how to improve services provided and event quality.

Positive attitude and ability to stay calm under pressure.

Proficient in Google and Microsoft Suites required. Familiarity with CRM solutions preferred; Altru knowledge is a plus.

VI. PHYSICAL REQUIREMENTS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to support individuals with disabilities.

Must be able to see, hear, speak, and type. Must be able to sit or stand for extended periods of time and occasionally lift up to 30 lbs.

VII. WORK ENVIRONMENT
While performing the duties of this job, the noise level in the work environment is usually quiet. Ability to travel locally for business meetings/functions including occasional overnight travel as job requires.

Please submit your resume & cover letter to: Sue MacDonald, Director of Human Resources at smacdonald@rmsc.org

Deadline to apply: 8/13/2021

Due to the high volume of resumes we receive, no phone calls please.

This job posting reflects management's assignment of essential functions and does not restrict management's right to assign or reassign duties and responsibilities to this job at any time.

RMSC is committed to creating a diverse environment and is proud to be an equal opportunity employer. This policy expressly prohibits discrimination on the basis of sex, race, color, religion, creed, national origin, age, marital status, sexual orientation, disability, genetic predisposition, gender identity or expression, carrier status, domestic violence victim status, veteran status, or status as a member of any other protected group or activity.