JOB DESCRIPTION

Position Title: Meetings Coordinator

Department: Meeting Services  
FLSA Status: Non-Exempt

Reports to: Director of Meetings Services  
Last Reviewed: January, 2020

Supervises: N/A

BASIC FUNCTION

The main function of the Meetings Coordinator position is supporting the operational functions of the Meeting Services Department in planning and executing logistics of all Association meetings and events (such as Annual Conference, training workshops and committee meetings, both in-house and off property). The Meetings Coordinator works with the Education Department to manage Annual Conference speakers and the education-related content of marketing materials. The position coordinates meetings and events at the headquarter hotel with affiliate groups, serves as staff liaison for registration and housing company, and assists with the development and ongoing maintenance of the various Annual Conference related websites. The Meetings Coordinator interacts with members and attendees on meetings-related activities, and provides first-line support (phone and email) for the Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duties and Project Responsibilities

- Provide event support assistance for ADCES Annual Conference, including but not limited to:
  - Coordination of event registration activities (for Attendees, Exhibitors, Vendors, Staff, VIPs).
  - Coordination of housing activities.
  - Provide speaker management support to Education department including registration, housing and session information.
  - Assist with Annual Conference marketing materials and management of the Annual Conference website and mobile app.
  - Coordinate on-site meeting operations such as but not limited to, pre-meeting planning room sets and food and beverage orders for VIP/Committee Meetings, CB/LNG Meetings, affiliate groups, etc.
  - Update and maintain production schedule.
Research suppliers and destination information, compile information, and make recommendations for use by Director for evaluation.

- Assist in the development of food & beverage menus, input meeting sets and needs into event resumes for communication to hotel/facilities.
- Review BEOs for accuracy.
- Coordinate audio visual requests for meetings of all sizes.
- Review both Print and Web materials for accuracy and completeness of logistical and contract-related information and content.
- Work with affiliate groups in assigning appropriate meeting space and remaining point of contact throughout the planning process.
- Management of Association and Sponsor freight shipping needs to/from Annual Conference.

- Provide event support assistance for in-house and various Association meetings, but not limited to:
  - Coordination of travel and housing needs.
  - Catering selection and management.
  - Coordination of event registration activities.
  - Management of day-of-event meeting logistics.
  - Serve as liaison for meeting related vendors.
  - Provide support for RFP development.

**Administrative Responsibilities**

- Update and maintain the Meeting Services Department master schedule of events.
- Liaison with travel company.
- Assist Coordinating Bodies (CB's) with negotiating hotel contracts as needed.
- Travel and work on-site at the annual meeting.
- Assist in the writing and design of pre-meeting material including the Web sites, program, and other items as directed.
- Respond to daily telephone calls and e-mails from the Meeting Services Department inbox.
- Assist with department accounting processes, reporting, and internal bill reconciliation.

**Experience/Education**

- Minimum of 2-3 years previous work experience in professional environment required. Prior work within a meetings and/or event department, hotel sales or convention services experience along with association, or not-for-profit environment, is preferred.
- Bachelor’s degree or relevant college courses in related field such as hospitality, business administration, marketing or project management preferred.

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Excellent organization and time management skills with the ability to handle multiple projects simultaneously in a deadline-oriented environment required.
- Strong attention to detail with ability to have larger picture in mind.
- Ability to work independently as well as collaboratively in a team environment.
- Must possess exceptional customer service skills, with ability to interact effectively with customers of all levels.
- Ability to proofread and produce work that is accurate and error-free.
• Strong database management skills. Proficient with Microsoft Word, Excel, Outlook e-mail, Teams, and Power Point; with ability to learn Association Management Software (such as NetForm and Higher Logic) efficiently. WordPress knowledge a plus.
• Ability to utilize Internet and Social Media tools to support department and organizational communication required.

**PHYSICAL DEMANDS**

Nature of work requires an ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile and prepare work documents, set-up and maintain work files. Must be available for occasional day and overnight travel by air and/or automobile. Occasional lifting, up to 25 lbs.

**WORKING CONDITIONS**

Majority of work performed in a general office environment. Position requires availability for extended hours plus non-traditional hours required to perform job duties. Also requires participation and attendance at organization sponsored events and meetings across the country.