



McNamara Alumni Center

University of Minnesota

200 Oak Street S.E. Suite 035
Minneapolis, MN 55455-2002

www.mac-events.org

**JOB DESCRIPTION – SENIOR EVENT SERVICES COORDINATOR
UNIVERSITY GATEWAY CORPORATION
MCNAMARA ALUMNI CENTER
Posting Date: February 9, 2022**

BACKGROUND

The Senior Event Services Coordinator position is responsible for leading the servicing of events and facilitating the venue needs of event clients of the McNamara Alumni Center located on the University of Minnesota Twin Cities campus. This position is part of a 18-member team that manages this award-winning office building and busy event center. All are employees of University Gateway Corporation (UGC), a unique partnership of the University of Minnesota Foundation and University of Minnesota Alumni Association.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Lead the Servicing of Weekday Events

- This position is stationed at the Visitor Information Desk on the first floor and must exhibit superior customer service. Serve as the primary venue contact for event clients and vendors (decor, audio visual, florists, sound and light teams, etc).
- Responsible for managing the servicing needs and venue responsibilities for multiple events per day, mapping out arrivals, deliveries, when to perform certain tasks and the most efficient way to do them. Collaborate and pull in teammates to assist in servicing needs when necessary.
- Prior to client arrival, review each room's set up and facilitate any changes (add tables, move chairs, adjust light settings, etc). Greet clients and troubleshoot new requests and changes, pulling in McNamara's AV Technician and/or Event Manager if necessary.
- Share in staffing each week's events with other operations team members including early mornings, evenings and weekends as needed. Basic AV operation including use of microphones and projector/screen is required.
- As part of McNamara's Visitor Information services team, interact with general campus visitors, tenants, guests, and vendors related to the office building business.

Work with MAC Event Clients to Coordinate Their Room Set-ups and Venue-related Logistics (approximately 150 annually):

- Lead client meetings to gather event details and make floorplan recommendations; facilitate furniture and equipment rental; reserve parking and audio-visual technicians/equipment; prepare directional signage, etc.
- Collaborate with catering partner event planners on joint venue-related food and beverage services.

- Participate in weekly stencil meetings to discuss the upcoming week's events. Communicate revisions and most current information to catering, vendors, cleaning, set-up and building management teams.
- Review post-event reports, collect client feedback, and enter critical notes in the event file for the sales team to reference for future bookings.
- Review bi-monthly billing worksheet to confirm final charges.

Supervise 2-3 Students Who Assist in Staffing Evening & Weekend Events:

- Recruit, assist with hiring, train and supervise University of Minnesota students who assist with staffing of evening and weekend events and administrative projects.
- Develop an extensive training program that upholds McNamara's high standards of customer service with the goal of preparedness for "real world" experience within the events industry. Provide ongoing training and feedback.
- Collect availability and work with Event Manager to create and distribute weekly student staffing schedules.

Perform other duties as assigned.

FLEXIBLE SCHEDULE

This is a full-time, 40-hour a week hourly position. Hours worked on any given week are determined by the event schedule in order to help staff events. Staffing early mornings, evenings and occasional weekends is required and shared with the rest of the operations team. When the event schedule does not require staffing outside of 8:30 am to 5:00 pm, the position may work standard business hours.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE

Required: Degree from a 4-year college

Preferred: 2+ years of event or hospitality experience. CMP certification.

OTHER SKILLS and ABILITIES

Knowledge of and comfort with basic audio visual equipment including microphones, sound systems, projectors, etc. Experience with EMS and Social Tables software skills is preferred.

PAY

Commensurate with experience + parking + generous UGC benefits package.

TO APPLY

A resume and 3 professional references are required.

Please email: Andrew Spear, Event Manager spear254@umn.edu