

Position Vacancy Announcement

COORDINATOR OF EVENT SERVICES Bowen-Thompson Student Union – Student Affairs

Bowling Green State University

Position Summary

The Coordinator of Event Services coordinates the delivery of services to customers holding events in the Bowen-Thompson Student Union and Olscamp Hall. This position serves as the primary liaison between event services areas and departments (such as Event Planning, Audio-Visual, Set-up, Facilities, IMS, and Catering). This position works in collaboration with the Marketing Coordinator and other offices to market Bowen-Thompson Student Union facilities and services to both University and non-University clients. As a member of the Bowen-Thompson Student Union staff team, the Coordinator of Event Services is prepared to back-up the Senior Associate Director, Coordinator of Audio Visual Services, and the Operations Manager when necessary.

Essential Duties, Tasks and Responsibilities

- Coordinate services to meet the event needs of customers for events in the Bowen-Thompson Student Union and Olscamp Hall, including facilities, catering, audio visual, room set-up etc. Identify service issues and problems and recommend potential strategies and solutions to the Senior Associate Director. Set-up diagrams will reflect other services involved, including audio-visual and catering. Ensure that information is provided to building services staff, audio-visual staff, and other areas as needed (eg. catering, custodial, IMS, parking).
- Work in collaboration with the Bowen-Thompson Student Union Marketing Coordinator to develop and implement strategies to attract and retain both University and non-University clients. Collaborate with appropriate offices on these efforts, including Conference Programs, University Dining Services, Continuing Education, the Bowling Green Convention and Visitors Bureau, and others. Coordinate benchmarking research as needed to enable the Bowen-Thompson Student Union to be competitive.
- Coordinate the event needs of major events and programs, such as Orientation and Registration, major conferences held in the Bowen-Thompson Student Union, and cabinet-level events. Primary liaison with Conference Programs, and Continuing Education.
- Coordinate and participate in planning meetings with customers with complex and large events in the Union to ensure proper communication and execution of event/program.
- Supervise the full-time event planning staff. Provide on-going training to ensure excellent customer service, feedback mechanisms, and on-going quality improvement.
- Oversee the functions of the room reservation systems used by the Bowen-Thompson Student Union; that is, Event Management System (EMS) and Resource 25.
- Regularly review existing policies and procedures; identify needs for policy or procedure development. Assist in the research and development of necessary policies and procedures.

- Assist the Senior Associate Director in the overall operation of event services, particularly in the absence of that staff member.
- Provide back up for the Coordinator of Audio-Visual Services and the Operations Manager in their absence or when additional assistance is needed.
- Ensure that appropriate University and Bowen-Thompson Student Union policies and procedures are adhered to.
- Participate in professional development activities and associations. Serve on University and Division of Student Affairs committees. Actively participate in the activities of the University.

This list of essential duties, tasks and responsibilities is not all-inclusive; individual will perform other related duties as assigned.

Knowledge, Skills or Abilities

- Proven success in revenue generation from non-University sources
- Excellent oral and written communication skills
- Multitasking abilities
- Supervisory experience
- Demonstrated experience working with and balancing a budget
- Ability to work with diverse groups of people
- Strong working knowledge of computer operations in both Mac and PC format
- Experience with designing and implementing room arrangements for meetings and events
- Proven ability to provide excellent customer service
- Excellent organizational abilities

Minimum Qualifications

Bachelor's degree required. Master's preferred. One to two years supervisory, event management and sales and revenue generation experience required.

Salary

Full-time administrative staff position. Administrative grade level 13, minimum salary \$35,534. Salary is commensurate with education and experience. Full benefit package available.

To Apply

Submit cover letter w/email address, resume, and contact information of 3 professional references by email to ohr@bgsu.edu or regular mail to:

Office of Human Resources (Search L-61500)
100 College Park Office Building
Bowling Green State University
Bowling Green, OH 43403-0201

Review of applications will begin on August 28, 2009 and will continue until the position is filled.

(Official transcript(s) and letters of recommendation will be required of final candidates.)

Ohio law (OCR 2909.34) requires that if you are selected for an on-campus interview for the position you will be required to complete a Declaration Regarding Material Assistance/ Nonassistance to a Terrorist Organization (DMA) form. Information on this form will be provided to you by the hiring department and must be completed PRIOR to your interview. You will find a link to the DMA form as well as additional information from the following web site: <http://www.homelandsecurity.ohio.gov/dma.asp> or on the Office of Human Resources web site at: <http://www.bgsu.edu/offices/ohr>

Bowling Green State University is an Affirmative Action/Equal Opportunity Educator and Employer. We are committed to a multicultural environment and strongly encourage applications from women, minorities, veterans and persons with disabilities.

BGSU hires only individuals authorized to work in the United States. For information regarding BGSU's crime statistics, please visit Public Safety's website at www.bgsu.edu/offices/safety.