



McNamara Alumni Center

University of Minnesota

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

www.mac-events.org

**JOB DESCRIPTION –EVENT SERVICES COORDINATOR
UNIVERSITY GATEWAY CORPORATION
MCNAMARA ALUMNI CENTER
Posting Date: 5.20.24**

BACKGROUND

Two Event Services Coordinators are responsible for servicing the events and facilitating the venue needs of event clients of the McNamara Alumni Center located on the University of Minnesota Twin Cities campus. These positions work very closely together at McNamara's first floor Information Desk and each is part of a 16-member team that manages the award-winning office building and event center. They 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

Co-Lead the Servicing of Weekday Events

Serve as the primary venue contact for event clients and vendors (decor, florists, DJs, etc.) while they are onsite at McNamara.

- Prior to client arrival, review each room's set up and facilitate any changes (add tables, move chairs, adjust light settings, set basic AV of microphones and projector/screen, etc.). Greet clients and troubleshoot new requests and changes, pulling in McNamara's AV Technician and/or Event Manager, if necessary.
- Map out each day's client and guest arrivals and deliveries including incoming shipments of materials/floral/decor for events and coordinate outgoing shipments to be returned to clients, identifying when to perform certain tasks and the most efficient way to do them.
- Greet event clients for meetings, validate parking, offer a beverage, and store coats and personal items.

Co-Lead the Servicing at the Visitor Information Desk

Create a welcoming and friendly atmosphere and proactively anticipate the needs and questions of general campus visitors, building tenants and vendors related to the office building business.

- Maintain full knowledge of the building's tenant offices and event spaces, as well as key landmarks of the UMN campus, in order to provide guests with clear directions.
- Manage lost and found items.

Work with MAC Event Clients to Coordinate Their Room Set-ups and Venue-related Logistics (approximately 75-100 events annually per coordinator):

- Lead individual 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.

- Attend weekly all-team operations meetings with catering, cleaning and set-up partners to discuss the upcoming week's events. Communicate revisions and most current information.
- 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 your events' final charges.

Manage Projects that Support the Event Operations Business

Depending on the skills brought to the position, each event services coordinator may be asked to lead efforts in the following areas:

- Monitor condition and quantity of tables, chairs, podiums, staging, draping, wood panels, etc. Schedule shifts for setup crew to inventory all items or janitorial staff to clean items.
- Organize storage of equipment and furniture; research and purchase new equipment items as needed; update and distribute inventory list as needed.
- Create daily room signage
- Schedule programmable doors
- Other projects as assigned

FLEXIBLE SCHEDULE

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

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

OTHER SKILLS AND ABILITIES

Strong customer service skills to proactively anticipate needs of clients and visitors. Actively listen and resolve issues; finding and seeking answers including delegating to building or event management when appropriate. 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 + generous University Gateway Corporation benefits package. This includes accruing up to 20 days of PTO in the first year of employment plus holidays, paid parking,

health and medical benefits, 403(b) plan, cell phone reimbursement, paid parental leave, U of M Rec+Wellness Center membership and more.

Please note: Given the public facing nature of our employees, we encourage all to get and maintain their Covid 19 vaccinations.

TO APPLY

Please email: u-gateway@umn.edu

A resume and 3 professional references are required.