

Event Operations Coordinator

Summary: This detail oriented, customer service focused position works closely with internal and external clients and campus resource departments to ensure the Conference and Events department delivers top quality events and services. This position is responsible for creating and fostering an efficient, productive, and consistent working relationship among all university departments to ensure operational excellence. To ensure successful execution of events, regular night and weekend shifts are required. *This position is not exempt from provisions of the Fair Labor Standards Act (FLSA) and is eligible to earn overtime pay for hours worked above 40 in a single work week.*

Essential Duties and Responsibilities include:

- Process event request forms and work with internal users to plan successful campus events.
- Assist Director in all logistical and administrative duties relating to the yearly commencement ceremony and related events.
- Execution of Commencement ceremony and related awards events and ceremonies.
- Build relationships with campus Organizations to foster collaborative work.
- Facilitate weekly Departmental meetings going through upcoming events and needs.
- Serves as primary contact to internal departments and external rental clients regarding set-up, take-down, security and audio-visual needs. Coordinate set-ups, take-downs, and cleaning for booked events with campus resource departments.
- Assist and oversee aspects of various divisions of department including summer camps, intern housing, and internal events to include space blocking, final confirmations, and onsite changes.
- Work with Director to keep scheduling software up to date and processes and procedures efficient to meet goals for the department.
- Train new staff and Student Orgs on scheduling system and request process.
- Enforces rules, regulations, and policies to ensure proper utilization of the facilities in a safe environment.
- Attend certain Corporate and Special Programming large events in whatever capacity is needed.

Non-Essential Duties:

- Other duties and special projects may be assigned to meet department and university needs.

Experience, Knowledge and Skills Required:

- 2 years' planning experience in hospitality industry preferred.
- Exceptionally strong communication skills (verbal, written, interpersonal, presentation) and ability to quickly establish and maintain strong rapport with a wide variety of people.
- Excellent planning and organizational skills and the ability to work both independently and as a member of a team.
- Strong follow-up and follow-through skills to ensure achievement of goals and delivery of expected outcomes.
- Must be able to work in a fast-paced environment with demonstrated ability to effectively prioritize multiple competing tasks and demands.
- Strong reasoning skills and the ability to define problems, collect data, establish facts and draw valid conclusions to resolve problems.
- Ability to actively listen and provide exceptional customer service.

- Proven ability in taking initiative and works well under pressure.
- Ability to use discretion when dealing with sensitive, confidential materials.
- Flexibility to regularly work evenings and weekends as needed for coverage of events.
- Skill with building, maintaining and analyzing moderately complex spreadsheets, especially Excel and proficiency with Microsoft Word, PowerPoint and Outlook.
- Basic accounting knowledge and familiarity with budgets.
- Bachelors' Degree in Event or Hospitality Management or related field, or equivalent combination of education and experience.

Application Process

Qualified candidates should submit the documentation listed below via email to hr@queens.edu in (.doc) or (.pdf) format. Include the following:

1. A cover letter addressing the position qualifications, experience, and interest
2. Current résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include “**EOC-CES**” and **YOUR NAME** in your email Subject Line.

(**Example:** EOC-CES Nolan Wesley)

Submissions received by March 31, 2022 will receive first consideration. Queens will continue to accept submissions until the position is filled.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Because of our history of innovation and our legacy of strong leadership, **Queens is positioned to be among the new forerunners of American higher education.** This is a defining moment for Queens. While other institutions are focused on sustaining and surviving, we are thinking much bigger. Institutions that understand what is needed and are willing to reimagine what is possible can position themselves to thrive and strengthen their market position after the pandemic with innovative approaches that are deeply connected to the world and its greatest challenges.

By 2030, Queens aspires to become **the leading, private, national university of Charlotte** with deep, meaningful, and reciprocal connections to the needs of our local community and economy; inventive and multidisciplinary academic programs that are connected to the world's most pressing challenges and biggest areas of opportunity; a fully connected, integrated, and innovative set of experiences that support holistic wellness and wellbeing; a culture of continuous improvement and investment that enables faculty and staff to flourish and achieve their full potential; and a comprehensive approach to diversity, equity, and inclusion that begins on campus and radiates throughout the community.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Physical Requirements (*with or without reasonable accommodation*)

- *Visual Abilities:* Read reports, create presentations and use a computer system.
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students.
- *Dexterity, Grasping, Feeling:* Write, type and use the telephone, copier, and computer systems.
- *Mobility:* Open files and operate office machines; move between departments and attend meetings across campus.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly.
- *Lifting, Pulling, Pushing:* Exert up to 30 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

Work Conditions

- Regular night and weekend shifts are required to ensure successful execution of events.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

- Work in office environment, event venues and outdoors, involving contact with faculty, staff, students, service providers and vendors.

The above description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.