

## Membership and Events Coordinator

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**SUMMARY:** The Membership and Events Coordinator is a full-time, benefits-eligible position (37.5 hours/week) responsible for providing support to Director of Gambrell Center and Director of Learning Society for activities associated with the Arts at Queens and The Learning Society of Queens events membership program. These programs include up to six high-profile performances with 1,000-2,000 attendees and component donor-centered receptions, four intimate donor events, and a handful of additional events that arise annually. Scope of work serves both Queens donors and students along with general community attendees. Successful candidates will have a passion for arts and culture and a commitment to lifelong learning. *This position is not exempt from provisions of the Fair Labor Standards Act (FLSA) and is eligible to earn overtime pay or compensatory time off for additional hours worked.*

### Essential Duties and Responsibilities:

- **Member Relations and Communications:** Manages member experience including seating at events, mailing of tickets, attendee letters and books. Provides clear and proactive communication with internal and external audiences (e.g., members, event attendees, vendors, et al.) via email and phone. Processes membership payments and acknowledgements
- **Event Logistics and Support:** Contributes to planning and organizing events including RSVP tracking, registration/payment, logistics, event assistance and letter and nametag coordination. Responsible for oversight of volunteers at events. Coordinates set up and break down of meeting and event spaces as well as on-site program execution. Ensures timely and accurate post-event reconciliation – vendor payment, supplies returned to campus departments, final attendee lists documentation, continuing education certificates and filing assistance
- **Vendor Management:** Working with the Directors, identifies and negotiates contracts for Arts at Queens and Learning Society events with event vendors and venues and acts as the primary and coordinating point of contact for these relationships in office and at offsite locations. Executes the processing of purchase orders, invoices, check requests, deposits and reimbursements associated with membership and event expenses.
- **Record Management:** Responsible for the integrity of constituent and event records in Slate CRM.

### Non-Essential Duties

- Other duties may be assigned as needed to achieve department and university goals.

### Experience, Knowledge and Skills Required

- Proficiency with Microsoft Word, Outlook, Excel, and PowerPoint; advanced skills in Microsoft Word (including skill with performing mail merges) and Excel required
- Excellent interpersonal and customer service skills and experience interacting successfully with a wide variety of constituencies (donors, ticket holders, faculty, staff, students)
- Proven attention to detail, accuracy, and timeliness
- Excellent organizational and follow-up / follow-through skills to ensure timely completion of tasks
- Proven ability to function successfully in a fast-paced environment and to prioritize projects and meet established deadlines
- Ability to work independently and as a member of a team

- Ability and willingness to work nights and/or weekends for various events
- Bachelor's degree preferred, or equivalent combination of experience and education

## Application Process

Qualified candidates should submit the documentation listed below via email to [hr@queens.edu](mailto:hr@queens.edu) in (.doc) or (.pdf) format. Incomplete submissions will not be considered. Include the following:

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

Be sure to include “**COOR-ME**” and **YOUR NAME** in your email Subject Line.  
(**Example:** COOR-ME Shawn Mullin)

**Applications received by October 15, 2021,** will receive first consideration. Queens will continue to accept applications 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.

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 for 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.

**Work Conditions**

- Evening and weekend shifts are required to ensure successful execution of events.
- Work in office and event environments, involving contact with faculty, staff, students, guests, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

*This 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, it is intended to describe the general nature of this position.*