



Events & Operations Coordinator

SUMMARY

The Events & Operations Coordinator contributes from the hub of an established and growing nonprofit organization dedicated to serving government and civic organizations with events, programs and services that inspire innovation for the greater good. This dynamic, full-time, entry-level professional position has a variety of essential accountabilities that crossover between event coordination, marketing/promotions, participant registration & communications and organizational operations. This position reports directly to the Senior Program & Event Planner, but will take direction from other team leaders.

The ideal candidate is civic-minded, has a passion for events and life-long learning, thrives in a fast-paced environment, can effectively manage multiple priorities within tight timelines, and demonstrates excellent interpersonal and communication skills. This challenging and rewarding opportunity requires a mix of big picture-thinking and detailed project planning, strong interpersonal and collaborative skills as well as the ability to work independently.

PRIMARY RESPONSIBILITIES

Responsibilities include, but are not limited to:

Event/Program Coordination (35%)

- Support and attend client and committee planning meetings as needed, including coordinating meeting logistics and communications, and taking and distributing meeting notes.
- Implement plans, coordinating details and logistics for assigned programs and events.
- Assist speakers and presenters by providing them with timely and relevant information, developing and/or managing a system for gathering and disseminating all speaker materials and requirements, and providing status reports to relevant internal and client personnel.
- For in-person events, provide onsite event support at programs and events, such as room monitoring, volunteer coordination, A/V support, etc.
- For virtual/hybrid programs and events, coordinate technical production needs as assigned including:
 - research and support the selection of virtual and/or hybrid platforms/apps that match event requirements, as well as proper integration with other systems like registration, payment gateways and marketing tools;
 - establish the settings and features of selected platforms needed for the event virtual sessions, including slides, videos, polls, break out groups, chat and session recordings;

- assess the technical needs of presenters, room hosts, sponsor/exhibitors and event staff, and present or distribute relevant training and information resources so all users are prepared to interact with the various features of the event platform/app before and during the event;
- coordinate or assist with the technical production of keynote, plenary and other general sessions as needed;
- troubleshoot and provide technical support for participants, staff and volunteers;
- download, format and store event recordings, and upload content to applications for resale if needed;
- assess platform successes and issues; make recommendations for improving processes and user experience in future events.

Marketing/Promotions (35%)

- Assist sponsors and exhibitors by ensuring the fulfillment of all promised marketing benefits, providing them with timely and relevant information, and developing and/or managing a system for gathering and disseminating all sponsor/exhibitor materials and requirements, and providing status reports to relevant internal and client personnel.
- Create or contribute to marketing emails and social media campaigns for assigned programs/events to inform and engage relevant audiences.
- Help grow and maintain mailing lists that are comprehensive, accurate and segmented by market.

Participant Registration & Communications (10%)

- Collaborate with internal team and/or clients to manage or assist with participant registration for assigned programs and events, including:
 - Providing information to participants including confirmations, instructions, materials, post-event communications, etc.;
 - Assisting participants with registration questions, changes and issues, and updating records in registration as needed;
 - Create or assist with the development of onsite registration materials such as attendee packets or name badges;
 - Provide attendee summaries and reports to internal and external clients as requested;
 - Providing onsite check-in and registration support.

Organizational Operations (20%)

- Monitor & respond to organization's general email accounts and phone lines.
- Update and maintain phone system auto-attendant, organizational email accounts, team calendars, team and board contact lists, and slack workspace.
- Receive, log and route daily mail and deliveries.
- Serve as point of contact for facilities, equipment, communications and vendors.
- Assist onboarding for new employees, including setup of accounts and orientation to communication processes and tools.
- Provide first echelon support and maintenance of software and communications tools in a Windows Exchange Server environment.

- Manages procurement/purchasing of office supplies, small equipment and meeting materials and keeps internal and external supply storage areas organized.
- Maintain and track inventory of supplies on hand and fixed assets.
- Support the organization and maintenance of electronic and hard-copy files and folders stored on- and off-site.
- Provide support for meetings with guests, clients, staff and board.

JOB SPECIFICATIONS

Desired Education and Experience

- Degree or certification in event planning/management, business management or marketing/communications; or a combination of education and relevant work experience to total 5 years
- Minimum 1 year coordinating or supporting conferences, tradeshow, expos or similar programs
- Preferred experience using event registration management systems and other technologies for organizing and delivering event programs and services (i.e. CRM software, project management software, event mobile applications, etc.)

Knowledge, Skills and Abilities

- Proficiency with Microsoft Office products, including Excel, Word, Outlook
- Knowledge of principles and practices involved in event planning, management, promotions and communications
- Ability to clearly communicate and present ideas effectively to other staff, clients, customers, participants, etc., both verbally and in writing
- Ability to be resourceful, obtaining and learning the information needed to do the job from all relevant sources
- Ability to be flexible, manage change and stay calm under pressure
- Ability to innovate and learn new systems, technology and tools quickly
- Knowledge of principles and practices of basic office management and organization
- Excellent attention to detail, high level of accuracy and good proofing skills
- Highly organized, able to prioritize and manage time effectively
- Ability to work independently and with direction
- Ability to develop and maintain positive and effective working relationships with other staff, clients and the general public

ORGANIZATION EXPECTATIONS

- Adhere to all Fusion Learning Partners policies and procedures
- Maintain absolute confidentiality of all information pertaining to staff, clients, participants, stakeholders and partners
- Display a positive and professional image and attitude in all relationships with staff, clients, participants, stakeholders and partners
- Serve as an ambassador for Fusion Learning Partners at all times

- Demonstrate ongoing commitment to and responsibility for ongoing self-education

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

- Be indoors, sitting at a desk for the majority of the day
- Travel to and from event sites (primarily local, some outstate); must have driver's license and access to a car
- Must be able to pack, lift, and transport program equipment and materials to and from programs
- Must be able to set-up rooms for meetings if necessary – move some tables and chairs, set-up equipment
- Must be able to lift up to 10 pounds on a regular basis; up to 30 pounds occasionally
- Proof of up-to-date COVID-19 vaccination required

TOOLS AND EQUIPMENT USED

- Operate standard office equipment (phones, personal computer, copier, printer, etc.)
- Use personal smart phone for remote connectivity (email, phone, voicemail)

WORK ENVIRONMENT

- Remote work arrangement from employee home office where adequate internet service, workspace and furnishings are established at employee expense
- Attendance/participation as requested at co-working office space in the Twin Cities area.

I understand that this job description does not necessarily list all the functions or accountabilities of the job, and that I may be asked by management to perform additional duties and tasks. I also understand that I will be held accountable to perform these job functions to the best of my abilities, and that I will be expected to continually assess where my assistance would benefit coworkers and the organization and step in to fill those gaps. I understand that management may revise and update this job description at any time.

Employee Signature

Date