

Class Code:.....0923
Position #: (PSA)..108024
Developed by:.....SG
Reviewed by:.....TM
Approved by:.....LK
Date:...5/95; 3/08; 6/10

UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Coordinator, WAJ/Conferences, Special Events & Retreats
DIVISION: Administration (W. Alton Jones Campus)
REPORTS TO: Assistant Director, WAJ/Conferences & Special Events
GRADE: 9
SUPERVISES: Clerical, custodial, kitchen, maintenance, security and other staff as required.

BASIC FUNCTION:

Coordinate conferences, special events, and retreats at the Whispering Pines Conference Center. Duties include marketing of facilities, direct sales (including both inside and outside sales), oversight of onsite events, and customer relations and billing.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Implement marketing and sales programs at the Whispering Pines Conference Center including conferences, retreats, educational programs, and other events of a social nature.

Utilize a variety of sales channels including, but not limited to, direct solicitation, including both inside and outside sales calls, direct mailings, Internet-based communication technologies, trade shows, and tours of the facility to prospective customers.

Negotiate contracts and all related schedules for conferences, retreats, educational programs, and other events of a social nature.

Coordinate all aspects of conferences, retreats, educational programs, and special events, including menu/food service planning, conference room set-up, audio-visual services, overnight accommodations, and other services as requested by clients. Communicate all of the above to appropriate personnel responsible for the delivery of these services.

Act as the liaison with customers to develop master schedule of the needs of the customer relating to the conference, retreat, educational program, or social event.

When necessary, directly supervise all aspects of the conference, retreat, education program, or social event, including the preparation and serving of all food and beverages, the arrangement and set-up of all sleeping rooms and other rooms used by the guests, and the coordination with outside vendors or other service providers.

OTHER DUTIES AND RESPONSIBILITIES:

Communicate with other campus staff members to insure the appropriate delivery of services according to the schedules prepared. Coordinate all WAJ campus-wide conferences, retreats, educational programs, and special events with the staff of the Environmental Education Center.

Document all conference, retreat, and special event services for billing purposes, and prepare monthly and other periodic reports used in account reconciliations and other planning functions.

Prepare detailed financial reports summarizing the expenses and revenues associated with executing retreats, conferences, educational programs, and special events.

Prepare and maintain a five-year master calendar of retreats, conferences, and special event bookings, and work cooperatively with other Whispering Pines staff to maximize the use of the available resources of the conference center.

Perform other duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers and printers; word processing, database management, and spreadsheet software, as well as other software used in the hospitality and food and beverage industries. Must have, or be able to obtain within six months, a certificate in RI Food Safety and TIPS alcohol server certification.

ENVIRONMENTAL CONDITIONS:

This position is subject to both inside and outside work and extreme cold and hot temperatures can be encountered. Position requires 24-hour call back in cases of emergency and supervisory presence, when required, on all shifts. Position will require scheduled weekend work.

QUALIFICATIONS:

Bachelor's degree required, preferably in hotel administration. Must have a minimum of three years of experience coordinating retreats, conferences, and/or special events (experience must include two years in hospitality sales). Must have, or be able to obtain within six months, a certificate from the RI Department of Health's Safe Serve Food Sanitation Program. The following are required: the ability to communicate effectively both verbally and in writing; strong interpersonal skills; demonstrated ability to organize, coordinate, and supervise a variety of support staff; ability to interpret institutional policies, plans, objectives, rules and regulations, and to communicate the interpretation to others; demonstrated ability to work well in a fast-paced environment, and to deliver contracted and scheduled services;

ability to adapt to a non-standard work schedule to include Saturdays, Sundays, and holidays; ability to provide own transportation. Must be available for 24-hour call back in cases of emergency, and, when required, to provide a supervisory presence on any of the shifts.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.