

FACILITY RENTAL COORDINATOR

Position Code: 1605

WC Code: 8810

FLSA Status: Non-Exempt

Pay Grade: 351

Location: Parks & Recreation

Approval Date: 2023

General Statement of Duties

Duties include serving as the primary contact for all customer inquiries and requests related to event space at The Charles Mack Citizen Center; coordinating the event rental process; prospecting new sales; managing revenue documentation; communicating with event staff to ensure proper execution; coordinating and overseeing daily financial reports, invoicing, and sales reporting; inputting vendor contracts.

Distinguishing Features of the Class

This position solicits new and return business at The Charles Mack Citizen Center (CMCC) by overseeing the event rental process through all customer touchpoints. Employees in this class also perform a variety of administrative duties including record keeping, inside sales, and financial and sales reporting. Work requires independence, self-initiative, and a high level of sales and customer service knowledge.

Work requires knowledge of facility operations in order that the role may perform effectively and serve as a backup at a competent level in several roles when necessary.

Work requires knowledge of accounts payable procedures and processing invoices to ensure payment of vendors. Work requires knowledge of Town contract policies and procedures; inputting vendor contracts and overseeing the CMCC Approved Caterer List.

Extensive public contact is involved in scheduling and coordinating the use of the facility.

This position must demonstrate tact and courtesy in dealing with internal and external customers. Work is performed under the general supervision of the CMCC Manager and is evaluated by review of records and reports, in conferences, and by an appraisal of the center's revenue and customer satisfaction.

Duties and Responsibilities

Respond to rental inquiries in a timely, effective, and proactive manner and follow up with interested renters to book rentals; schedule and provide venue tours with potential clients

(including evenings and weekends as necessary); grow and increase the revenue stream for The Charles Mack Citizen Center.

Follow up with potential leads via Salesforce tracking software; manage contact database.

Manage and oversee the creation of Rental Agreements, Proposals, Banquet Event Orders, Function Sheets, and Layouts; oversee the use of the Social Tables software to create client event layouts.

Provide one-on-one coordination meetings with customers prior to their rental. This may include venue tours, linen appointments, walk-throughs, etc.

Oversee the Approved Caterer List to ensure caterers stay compliant with criteria and meet the needs of renters.

Assist the CMCC Manager with ensuring event packages stay competitive, are priced appropriately for the market, and optimize facility assets.

Assist with revenue management duties; ensure hourly and daily fees are priced appropriately.

Work with the CMCC Manager to update sales and marketing strategies as needed; assist with sales blitzes, and attend tradeshow as needed.

Work with the Mooresville Convention and Visitor's Bureau to attract business to the facility; respond to RFPs through various software including C-Vent, Simpleview, HotelPlanner, etc.

Work with the Events Services staff to ensure rental setup is completed in a timely manner; assist during set-up/clean-up as needed.

Screen calls and inquiries; secure and provide information; handle public requests for services or information; provide information concerning policies, guidelines, etc.

Receive and greet visitors; provide information concerning visitors' needs.

Work with the Town's Finance Department to ensure proper execution of account payables and receivables.

Secure information via telephone or personal contact; distribute sales and informational materials; maintain facility rental calendar; assist supervisor with scheduling staff as needed.

Possess a high level of written and oral communication skills; draft and type correspondence, memoranda, notes, reports, or other materials; review work for compliance with instructions, spelling, punctuation, and basic grammar; proofread final proof of materials.

Maintain databases, activities, records, budget line-item activities, inventory, and files.

Assist with performing arts and other Town events as needed.

Collect fees, fines, or other payments related to program activities; maintain records and receipts for accounting of cash.

Perform other duties as requested.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Excellent customer service and communication skills; ability to be tactful and courteous at all times.

Considerable knowledge of office practices and procedures.

Knowledge of coding and payment processing of vendor invoices.

Considerable knowledge of and ability to use correct grammar, vocabulary, and spelling.

Considerable knowledge of office equipment and software including Microsoft Office; ability to learn new software (EMS, Salesforce, Converge) within 60 days of hire.

Ability to manage inventory and maintain databases.

Ability to communicate effectively in person and by telephone.

Ability to follow sales processes and procedures as defined by CMCC Manager; motivation for sales, closing business, and prospecting.

Working knowledge of basic bookkeeping and local government budget practices and techniques.

Knowledge of contract negotiation and sales closing techniques.

Ability to arrange and place records, reports, and files into proper sequence.

Ability to multi-task in an active, dynamic environment; return all emails and phone calls in a timely manner and work well in a team atmosphere.

Ability to establish and maintain effective working relationships with the general public, supervisors, and employees.

Ability to help CMCC Manager meet rental goals.

Considerable sales, hospitality, and events management experience preferred.

Must be flexible when working with fellow staff members, in-house caterers, and customers.

Must be resourceful and effective; self-disciplined and able to keep calm while under pressure.

Physical Requirements

While performing the duties of this job, the employee is occasionally involved in some combination of standing, walking, pushing, pulling, lifting, grasping, talking, and hearing. Must be able to perform light work exerting up to 25 pounds of force occasionally; and/or up to 10 pounds of force frequently; and a negligible amount of force constantly to move objects.

Must possess the visual acuity to compile and compute data and statistics operate a computer terminal, proofread materials, and do extensive reading.

Minimum Education and Experience

Associate degree in hospitality or business administration from an accredited community college or university and three to five years of sales, hospitality, event/project management, and administrative experience; or an equivalent combination of education and experience. Bachelor's degree preferred.