



Job Description

Position Title: Conference Logistics Coordinator I
Classification: Member Services I
Department: Education & Member Services
Prepared Date: May 15, 2019

Employment Status: At-Will
Position Reports To: Director, Education & Member Services
Positions Supervised: None
Judgment Exercised: Normal
Overtime Status: Non-Exempt

Position Summary

Performs a broad range of event logistics planning, including but not limited to coordinating with hotel, conference facilities, vendor and audio-visual services personnel. Supports event production; manages and troubleshoots on-site event logistics. Assists in identifying facilities and developing on-going business relationships; plans receptions; serves as liaison between the League, event attendees, speakers, facilities, and vendors. Collaborates with other League staff related to meeting planning; and performs related duties as assigned.

Essential Duties and Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Conference Logistics

1. Plans and coordinates various logistics for assigned meetings and events; reviews meeting/event contracts; schedules and attends pre-conference meetings; reviews meeting/event documents, requests housing audits and final housing pickup reports from facilities; reviews and assigns budget codes; processes final invoices for meeting/event facilities; coordinates the completion of meeting/event history reports with other program personnel.
2. Prepares and provides detailed, accurate and timely meeting specifications and room lists to caterers, audio-visual vendors and hotel, convention, and meeting facility personnel.
3. Performs outreach tasks and manage hotel travel plans for staff, exhibitors, speakers, vendors, and others as requested for all assigned meetings.
4. Reconciles and approves detailed billings for food and beverage services, audio-visual vendors, hotels, and convention and meeting facilities; creates and submits appropriate financial records and reports of hotel pick-ups and comparisons to budget goals.
5. Negotiates fees and services with food and beverage services, audio-visual vendors, hotels, and convention and meeting facilities.

6. Drafts Request for Proposals (RFPs) and receives and organizes responses for venue selection for assigned events and conferences; provides support to the Department Director in contracting with the selected venue.
7. Develops and maintains ongoing business relationships with hotel, convention, and meeting facilities personnel, as well as caterers, vendors, and audio-visual personnel.
8. Coordinates audio-visual set-up needs and equipment orders for all assigned meetings.
9. Creates and assembles meeting logistics information for Conference Program Manager, Department Directors, or League Executive Director including schedules, locations, maps, and other items as requested.
10. Conducts post-event evaluations and meetings with food and beverage, audio-visual, hotel, convention, and facility personnel.
11. Conducts on-site visits as assigned by Director to evaluate hotel, convention, and meeting facility properties.
12. Makes recommendations on hotels, conference centers, convention centers, and other types of event/meeting facilities and vendors to use for League meetings, events, and training programs.

General

13. Travels regularly to locations throughout California in the performance of duties.
 14. Provides various records and reports related to assigned activities to the Education & Member Services Department.
 15. Prepares routine correspondence and other written materials; provides oral and written information in response to general and specific inquiries.
 16. Inputs data into assigned meeting/event management database; ensures accuracy of input data.
 17. Performs other duties as required.
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Job Qualifications

Knowledge/Skills:

- Principles and best practices of conference planning and logistics.
- Current hotel and convention trade practices.
- Budget preparation and billing practices.
- Excellent writing and communication in business, professional and casual correspondence, documents and reports including electronic and other formats.
- Production scheduling and project management.
- Principles and practices of negotiation.
- Contract review.
- General principles of page layout and design.
- Membership associations.
- Operation of a computer and assigned software and hardware used by the League.
- Internet, Internet research, and posting information to the Internet.
- Electronic reservation and housing systems used in meeting industry.
- Simultaneously plan, direct and manage competing demands, projects, assignments and responsibilities.
- Effectively draw upon strong interpersonal communication skills in a wide variety of daily internal and external situations.

- Enthusiastically engage and represent the League’s interest with vendor, hotel, convention and meeting facility personnel.
- Cultivate and nurture long-term member and business relationships.
- Effectively manage time and meet multiple competing deadlines.
- Identify and organize priorities.
- Independently and as part of a team, coordinate and perform each step of the planning process from inception through conclusion and evaluation.
- Effectively communicate in a timely manner and project a professional image in person, via telephone and in written communications on a continual basis.
- Identify and capitalize on strategic opportunities.
- Perform duties with professionalism, both individually and as a member of a team.
- Plan and review arrangements with specific attention given to detail.
- Be flexible while performing multiple activities.
- Sustain a positive, “can-do” attitude and commitment to customer service for both internal and external customers.
- Be self-supervising and independently follow through on necessary tasks.
- Respond immediately to changes, demands and workload in a positive and pleasant manner.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Interpret and apply League policies, procedures, guidelines, rules and regulations.
- Effectively communicate clearly and concisely with diverse audiences, both verbally and in writing.
- Engage in regular travel throughout California on day, overnight and multiple-day trips to complete assigned duties and responsibilities.
- Understand and carry out both verbal and written directions in an independent manner.

Experience and Training

Associate’s degree in a related field or Certified Meeting Professional certification. Three (3) years of increasingly responsible experience in the areas of meeting and conference planning, logistics, hotel or convention sales and negotiations, event coordination, production planning and scheduling, or related experience. Two (2) years of hands-on experience and knowledge in meeting-related audio-visual technology within a professional business or non-profit setting.

Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in a business office setting. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, kneeling, crouching, sitting for extended periods of time, reaching and light lifting. Regular and consistent in-person interact and continuous talking, hearing and seeing required in the normal course of performing the job. Common eye, hand, finger dexterity required to perform some essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Regular automobile and airline travel required in normal course of job performance.

Equipment Used

Computer, keyboard, mouse
Copier
Tablet

Scanner
Telephone
Current office applications

Projector
Smart Phone
Automobile
