



JOB DESCRIPTION

TITLE: Event Coordinator / Admin. Assistant

REPORTS TO: Sales Team, Event Specialists

DEPARTMENT: Sales

FLSA STATUS: Non-Exempt (Hourly)

JOB SUMMARY:

The Administrative Assistant / Event Coordinator provides direct support to the Director of Sales, Sales Manager, and the Event Specialists. The coordinator will interact with Owl's Nest Resort's group sales clients during many touch points throughout the planning and execution process. This position requires professional conduct and articulation. Attention to detail is paramount.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Aid in the collection of data (planners, available dates, and rates) for the Sales Team.
- Print and distribute weekly Banquet Event Order (BEO) packets to a variety of departments.
- Assist in the coordination of wedding ceremony rehearsals, as directed.
- Day of Event: Assist with set-up, transportation of families and bridal couples to venue and photo locations; assist and/or choreograph wedding ceremonies (procession and recession). May be asked to communicate directly with the banquet staff to coordinate food and beverage set-up, service and timing.
- Must work well in stressful environment without showing stress to clients or guests. Must be able to critically think and come up with solutions to problems, on the fly.
- Greet golf tournament contacts at registration and meal periods.
- Enter final details and guarantees into *Caterease*.
- Preload event billing into *Club Prophet*.
- Coordinate and interact with event vendors, prior to and upon arrival at venue.
- Assist with Audio/Visual equipment, as needed.
- Assist with pre-planning and execution of Menu Tasting events.
- Timely responses to all interoffice and client emails.
- Other duties as assigned by the Sales department team.

**LCJ MANAGEMENT, LLC d/b/a OWL'S NEST – THE WHITE MOUNTAINS
WMCC, LLC d/b/a OWL'S NEST VINEYARD COURSE**

Title: Event Coordinator / Admin. Assistant
Department: Sales

The resort environment is unique in that we all share some degree of responsibility for each other and our role to collectively promote the resort in the best light possible. You will work consistently with other departments to create the overall brand image and are expected to be a team player who is willing to assist where appropriate and necessary.

KNOWLEDGE, SKILLS, AND ABILITIES:

- High school diploma, or GED equivalent.
- Three years hospitality training or related service.
- Banquet/Event experience preferred.
- Valid Driver's License, in good standing.
- Must be able to communicate effectively both in person and in writing.
- Able to multi-task and work under stressful situations.
- Professionalism when dealing with all staff and guests.
- Attention to detail a must.
- Take an active role in gaining knowledge about all areas of our resort so that guest questions can be answered confidently.
- Ability to operate catering and billing software.
- Demonstrate efficient problem-solving skills.
- Ability to convey a professional demeanor with guests and coworkers.
- Excellent communication skills both verbally and visually.
- Organization and attention to detail, positive attitude, commitment to exceptional customer services, and ability to work as part of a team.
- Experience in the resort industry helpful.

LICENSURE / CERTIFICATION REQUIREMENTS:

- Valid Driver's License.
- TIPS and/or TEAM Certified (or within 30 days of hire).
- Participate in ongoing education and training.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

- This is a hands-on position.
- Must be able to lift 50 lbs. safely.
- This job operates in a professional office environment.

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- This role routinely uses standard office equipment.
- Flexible schedule - ability to work days, nights, holidays and weekends is required.
- Climbing stairs, lifting, pushing, carrying, bending, reaching, standing, kneeling, crouching, stooping, talking, hearing, seeing, balancing, and walking constantly.
- Exposure to inclement weather including dust, wind, rain, snow, high and low temperatures.

I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with the Event Specialists' guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest; it is my responsibility to notify the Director of Sales so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.

Signature

Printed Name

Date

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