



Events Coordinator Job Description

Date: May 2025

Status: Non-Exempt

Reporting Supervisor: Events Director

Position Overview:

The Events Coordinator is a regular, full-time employee of Stan Hywet Hall & Gardens hired by the President & Executive Director upon the recommendation of the Events Director. This position supports both the Public and Private Events teams at Stan Hywet Hall & Gardens, ensuring the seamless planning, execution, and success of a wide range of events. The Events Associate will contribute to generating revenue through private event sales and delivering exceptional experiences for both private clients and the general public.

Essential Duties and Responsibilities:

1. Exhibit a professional attitude when working with the public, volunteers, and staff.
2. Demonstrate and support a culture of diversity, equity, access, inclusion, and belonging.
3. Provide administrative support and assist with special assignments as directed by the Events Director.
4. Assist in the planning and execution of public events, taking ownership/coordination of specific event segments as assigned by the Events Director.
5. Manage timelines, scheduling, logistics, and volunteer assistance for assigned event segments.
6. Provide support in managing vendor relationships, the bid/quote process, purchase order creation, invoice reconciliation, tracking expenses and revenue against budget, and managing event supply inventory for both public and private events.
7. Coordinate with independently hired vendors for events regarding booking, payments, deliveries, and pick-ups, ensuring adherence to Stan Hywet policies.
8. Manage event set-up and tear-down processes and actively participate in the physical elements involved for both public and private events.
9. Maintain clear lines of communication with staff and volunteers across departments to ensure accurate event details and processes for all events.
10. Communicate with, schedule, and assist with the recruiting and training of contracted bus drivers for events.
11. Work with other departments to help incorporate the organization's mission and historical significance into the fabric of Public Events.
12. Create documents in Microsoft Office programs.
13. Master the in-house software program to efficiently manage point-of-sale transactions, facility reservations, reporting, queries, and ticketing operations.
14. Create after-action reports for events to facilitate process improvement efforts.
15. Assist with reporting and event attendance records for events.



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16. Support driving sales revenue by actively executing events, touring event sites, and maintaining up-to-date knowledge of the properties and event offerings.
17. Be onsite for events, including evening and weekend hours, to oversee execution and ensure visitor satisfaction.
18. Handle visitor concerns and resolve issues promptly and professionally, ensuring high levels of customer satisfaction and managing expectations for all events.
19. Ensure events are conducted safely and in compliance with all relevant regulations, developing contingency plans for unexpected events or emergencies.
20. Keep track of event-related inventory and order needed supplies for all events.
21. Participate in all Public Events and assist with the annual Gala fundraising event.
22. Other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1. Flexible work schedule including some weekends and evenings with increased hours around and on events dates.
2. Ability to handle multiple projects or tasks and be extremely detail oriented.
3. Ability to work both as part of a team as well as independently.
4. Strong verbal and written communication skills.
5. Proficiency with event management software, CRM systems, Microsoft Office programs, and the in-house software program for point-of-sale transactions, facility reservations, reporting, queries, and ticketing operations.
6. Have a valid Ohio driver's license.

Education and/or Experience:

1. High School diploma, or equivalent.
2. Some college level coursework preferred.
3. Previous administrative, customer service, or event planning experience.
4. Familiarity with and/or experience in full-cycle event management.



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Usual and Customary Expectations:

1. Prolonged erect seating, on average four hours a day
2. Approximately two hours of standing and walking in an average workday, with increased time during execution of events.
3. Ability to move approximately 50 pounds.
4. Ability to operate a golf cart, training provided.
5. Occasional to frequent work outside in all weather conditions during event set-up, execution, and clean-up.

Acknowledgement:

Employee's Signature

Date

Authorized Signature

Date