



## Private Events Coordinator Job Description

**Date:** April 2025

**Status:** Non-exempt

**Reporting Supervisor:** Private Events Manager

### **Position Overview:**

The Private Events Coordinator is a regular full-time employee of Stan Hywet Hall & Gardens hired by the President & Executive Director upon recommendation of the Events Director. This role drives revenue by managing private event sales and execution at Stan Hywet Hall & Gardens, requiring a professional and inclusive approach to client and vendor relations. The position ensures seamless event coordination, from sales to on-site execution, while maintaining policy compliance and fostering strong community relationships.

### **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. Drive sales revenue by selling, booking, and executing private events.
4. Tour and sell rental sites to potential and existing clients and promote upsell opportunities.
5. Maintain up to date knowledge and information about the estate and private events.
6. Maintain consistent contact with booked clients and collect event details prior to weekly team meetings.
7. Be onsite for booked events, including evening and weekend events,
8. Coordinate with the Private Events team and ensure details for successful event coordination, including timelines, floor plans, method of execution, logistics, event staffing, and vendors/services.
9. Contact the client's independently hired vendors (photographer, florist, DJ, etc.) and coordinate arrival and departure times.
10. Ensure all booked clients and vendors abide by Stan Hywet policies.
11. Assist with event set-up and tear-down as needed.
12. Attend networking events obtaining potential clients and building relationships within the events community.
13. Attend and contribute to weekly team meetings with Private Events staff.
14. Collaborate with the Finance Division and ensure payments and expenses are received and tracked.
15. Track event expenses and ensure they stay within budget, providing regular sales and revenue reports.
16. Create and manage event proposals and contracts.
17. Handle client complaints and resolve issues promptly and professionally, ensuring high levels of customer satisfaction and managing client expectations.



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18. Contribute to marketing efforts, such as social media promotion or website updates, to attract potential clients, and develop and distribute promotional materials.
19. Ensure events are conducted safely and in compliance with all relevant regulations and develop contingency plans for unexpected events or emergencies.
20. Keep track of event related inventory and order needed supplies.
21. Collect client feedback after events, send thank you notes, and build relationships for repeat business.
22. Be proficient in event management software, CRM systems, and other relevant technology to streamline event planning and communication.
23. Ability to drive a tram and certification required.
24. Participate in required public events.
25. Other duties as assigned.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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. Must be a high school graduate.
2. Two years of experience in private event sales and/or management required.
3. Consistently demonstrates excellent human relations and written communication skills, effectively communicating with people of all ages, backgrounds, gender/sexual preferences, skills, and abilities.
4. Practices excellent judgment, interacts professionally and effectively, and exhibits the highest level of hospitality skills.
5. Team player with a proven ability to foster strong relationships with clients, vendors, employees, volunteers, and guests.
6. Strong organizational and time management skills, with the ability to manage multiple projects simultaneously and maintain meticulous attention to detail.
7. Proficiency in Microsoft Word, Outlook, Excel, and experience with CRM or event management software.
8. Must have a valid Ohio Driver's License.
9. Must be of legal age to serve and sell alcohol.
10. Knowledge in non-profit organizations operations is beneficial.
11. Ability to manage event budgets and provide accurate financial reports.
12. Ability to solve problems under pressure.



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13. Knowledge of marketing and promotional strategies.

### Usual and Customary Expectations:

1. Non-traditional hours required, including Tuesdays-Saturdays, with flexibility on Sundays and Mondays. Schedule is based on a 40-hour work week.
2. Ability to spend prolonged time daily sitting, walking, and standing.
3. Ability to work indoors and outdoors in varied weather.
4. Should expect regular bending, stooping, kneeling, and crouching; and require full extension of arms, and grasping, holding and pulling in all these positions.
5. Ability to move up to 30 pounds.
6. Regularly carrying items up and down stairs and across uneven surfaces.

Acknowledgement:

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Employee's Signature

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Date

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Authorized Signature

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Date