



OPERATIONS COORDINATOR

Department: Operations

FLSA Status: Exempt

Work Schedule: Monday - Friday, 9:00am to 5:00pm,
Some Weekends and Travel

Effective Date: ASAP

Job Status: Full Time

Reports To: Operations Manager

Positions Supervised: N/A

Last Revision Date: April 25, 2024

POSITION SUMMARY:

The Operations Coordinator supports the Meetings Team's managers and senior manager and is responsible for providing quality service while managing and coordinating the execution of all assigned programs. This role also includes, but is not limited to, planning purchases, negotiating contracts and coordinating all aspects of an event/program.

This role requires a high level of attention to detail and will serve an integral role in our online registration, hotel rooming lists, hotel sourcing and contracting processes. The ideal candidate will have a working knowledge of AP Style, be skilled at editing and have a basic understanding of contracts, while also enjoying travel and interfacing with clients.

ROLES AND RESPONSIBILITIES:

- Work closely with and support the Meetings Team's managers and senior manager on all programs and tasks as requested; organize client files and reply to all team requests in a timely manner
- Review and understand Service Agreements and Addendums; collect and file all COIs for all Meetings
- Organize, communicate and guide timeline for hotel selection process under the direction of the designated operations manager
- Enjoy and excel at research about destinations, hotels, venues and event trends
- Maintain thorough venue/vendor records for future use
- Download, organize and update multiple client rooming lists simultaneously with detailed notes and records; ensure client expectations are properly communicated to each hotel; communicate changes and cancellations and ensure accuracy on hotel-produced lists
- Upon receipt of file, confirm venues, vendors, and resources to be used, keeping accurate records and documentation of all conversations
- Release venues and resources not being used, keeping accurate records and documentation of all conversations
- Produce a detailed and professional Run of Show and/or Schedule of Services to be distributed in a timely manner prior to beginning of program to all staff, venues, vendors, etc.
- Coordinate program staffing needs and ensure all hired on-call staff members are adequately prepared and briefed
- Negotiate, coordinate and contract with all vendors for each program element and maintain contact with each vendor on the status and details of each event
- Coordinate budgets; establish, maintain and continually update records of client activities within the database with requests, changes, additions and deletions
- Maintain high-level personal contact with clients to ensure quality control and client satisfaction while implementing and growing the program(s)
- Interface with clients on-site as guided by the applicable operations manager



- Serve as on-site contact for hoteliers, vendors and on-call staff
- Ensure the profitability of each client program meets company and contract goals
- Participate in site inspections as requested by sales, operations and clients
- Creation of proposals and contracts may be required
- Other duties as assigned

REQUIREMENTS FOR CONSIDERATION:

- Submission of cover letter including the following information:
 - Why you love and want to work in the events/hospitality industry
 - 1-3 bucket list destinations you want to visit and why
 - Describe a way you live your full, bright life outside of work (see below core value)
 - Something unique about you
- Event management and/or hospitality industry experience
- Strong organizational, budgeting and time management skills
- Basic understanding of contracts and legal terms
- Working knowledge of AP style with a passion for editing and research
- Acute attention to detail
- Strong computer skills with hands-on knowledge of Google (Sheets, Docs, Gmail) and Microsoft Office (Word, Excel, PowerPoint and Outlook); experience with Viper, NetSuite and ClickUp beneficial but not required
- Service-oriented, professional and friendly demeanor
- Steadfast resolve and personal integrity
- Strong written, analytical and interpersonal communication skills
- Critical thinking and problem solving capabilities
- Must reside in Nashville, TN or be willing to relocate
- Willingness and ability to travel domestically and internationally as requested
- Embodiment of our Core Values:
 - **Powered by People:** We build relationships to give meaning and richness to our lives and work.
 - **Always Accountable:** We do what we say we are going to do.
 - **Innovate Until It's Great:** We generate new ideas to create business value.
 - **Be the Best:** We get it right the first time.
 - **Viviendo:** We live full, bright lives in and out of work.

PHYSICAL DEMANDS / WORK ENVIRONMENT:

- Must be able to sit/stand for 8+ hours
- Walking, bending, light lifting up to 25 lbs
- Ability to work on-site and travel both domestically and internationally
- Ability to work both from home and an office

BACKGROUND SCREENING NOTE:

Candidates considered for this position will be required to undergo a background screening process. The screening process may include, but is not limited to, criminal history, credit check, driving history and verification of education and employment history. This process is conducted to ensure the safety and security of our events and to maintain the integrity of our team.

We are an equal opportunity employer and welcome applicants from all backgrounds to apply.



Salary estimate \$50,000-60,000 (commensurate with experience) plus benefits.

Employee Name: _____

Employee Signature: _____

Date: _____