

Title: Senior Client Services Coordinator
PG: 45
Status: Non-Civil Service
Position Reports to: Client Services Manager
Department: The Lakeland Center

Class Code: 6038
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

Performs client service administration overseeing specified facility bookings, client contracts, event coordination and specified client billing. Work is performed under the direction of the Client Services Manager and is reviewed through discussions, reports submitted and event results obtained.

ESSENTIAL FUNCTIONS:

1. Assists in supervising other Client Services personnel.
2. Acts as facility liaison with specified clients of The Lakeland Center and disseminates information to The Lakeland Center Staff.
3. Oversees the organizations and coordination of specified facility bookings, contracts, event coordination, billing and client liaison, which will include meeting with meeting planners and clients negotiating contracts and scheduling events.
4. Issues set-up and service requests and schedules for specified events to all affected departments of The Lakeland Center. Monitors that all services and event-related administrations are completed and satisfactory to the client.
5. Oversees and coordinates specific site tours of the facility with clients, which also include responding to written and telephone requests for booking availability and room rates to clients.
6. Conducts presentations, distributing marketing packages and monitoring event-related planning activities.
7. Ensures facility use contracts, deposits, funds due, insurance certificates and related event documents are completed and received in accordance with departmental policies and procedures.
8. Consult with meeting planners and provides information regarding capabilities of facilities, fees, restriction and applicable policies and procedures.
9. Meets with appropriate staff and specified clients prior to events to ensure proper coordination.
10. May assist designated staff members in budget preparation, market analysis and post event critiques.

ADDITIONAL RESPONSIBILITIES:

1. Shall perform supervisory work in Client Services in the absence of the Client Services Manager.
2. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of event scheduling, contract negotiation, scheduling event staffing, client requirements, set-up, tear down and move out requirements.
2. Knowledge of convention sales, trade shows, sporting and entertainment events, public relations and coordinating principles and practices and ability to perform these duties.
3. Knowledge of philosophies, policies and objectives in booking and hosting events at The Lakeland Center.
4. Proficient in use of computers as well as knowledge of or training in CAD Lite and USI management systems.
5. Ability to work irregular, flexible, extensive hours including nights, weekends and holidays.
6. Ability to communicate effectively both orally and in writing.
7. Ability to maintain established working relationships with co-workers and supervisors, as well as clients.
8. Ability to plan, organize, schedule, coordinate and supervise activities.
9. Ability to budget event specifics as it relates to staffing and planning requirements

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WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, routine keyboard operations.
The job risks no significant environmental hazards; bright/dim light.
The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):

1. Graduation from an accredited four (4) year college or university with a degree in marketing, business administration, public administration, sports administration, commercial recreation or related field.
2. Three (3) years of experience in the public or private sector of the facility management industry working with clients and coordinating events.
3. An equivalent combination of education and experience that is directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.