



## External Leads and Scheduling Coordinator

### Advertising/Position Title

External Leads and Scheduling Coordinator

### Posting Summary

Reporting to the Assistant Director for Sales and Conference Services. This position serves as front line point of contact for the department to coordinate and process external business leads and responding through a customer service database system. Identify interested inquires, negotiate and contract, coordinate on-site visits, prepare reservations and scheduling of meetings and small events in space within UVM's campus. This position makes independent decisions with some direction and provides logistical coordination and implementation in support of meetings and small events for the department of University Event Services. Assists with scheduling of University space, services and equipment requested by University departments and external meetings and small events. Prepare cost analysis to generate revenue and cover costs of conferences/events. Must have effective interpersonal, communication and analytical skills. Work collaboratively with Assistant Director for Sales and Conference Services to organize, prepare external lead estimates and ensure that event coordination and reservations are managed in a manner that provides the highest level of customer service and attention to detail. This position requires active engagement in learning and practicing principles of social justice and inclusion, environmental sustainability and delivering superior customer experience.

### Essential Functions

(30%) Process and coordinate leads, contracts, reservations and scheduling of meetings and small events on UVM's campus. Draw upon knowledge of University spaces and services, understanding the importance of necessary details in order to assist each customer with logistical planning. Collaborate with the Assistant Director for Sales and Conference Services, and the Marketing Coordinator to develop and maintain a comprehensive customer contact database (CRM) for managing leads, clients, and tracking key customer data. This position requires active engagement in the customer contact database (CRM) system to manage timely response to leads and new business.

(30%) Prepare event cost estimates and budget forecasting for external meetings and small events. Coordinate and process invoicing for non-UVM small events throughout campus (30-50 per year) which includes space reservations cost of services, logistical planning, on-site support and collection of payment, signed contract, and liability insurance.

(15%) Build, manage and interpret meetings and small events' timelines for clients. Manage meetings and small events logistics including: presenting menus with the caterers, develop setup diagrams, designing and executing room assignments for concurrent workshops, assessing and designing a plan for the most effective use of the facility space related to safety regulations and traffic flow. Determine and ensure fulfillment of audio visual and technical needs for the events. Provide on-site coordination and assistance to customers with event as needed. Operate university vehicle to transport event management materials, equipment and clients to event sites.

(10%) Process, create and modify external event reservations via the University's EMS central scheduling, conference operations, customer (CRM) database, and registration software systems.

(10%) Administrative duties in front office/reception area, answering and fielding telephones and inquiries. Oversee copier/fax machine maintenance, handle deliveries and front office space organization. Perform other duties as assigned.

(5%) Hire, train, supervise and evaluate 1-2 students responsible for assisting with overall leads and customer database as well as some basic front of house office reception support. Support student employees in the oversight, organization and presentation of all operations work stations. Ensure effective use of student-staff budget allocation.

**Functional Supervision**

1-2 student temps

**Physical Demands & Work Conditions**

Regular telephone communications and computer repetitive motions. May go onsite to review services and set-up for meetings and small events. Carrying event materials and climbing stairs. Limited overtime may be required based on event needs. Ability to work early mornings, evenings and weekends occasionally when needed for event support.

**Minimum Qualifications**

Bachelor's degree and one to three years of customer service, hospitality or conference/event related experience required. Computer experience required with demonstrated understanding of software applications and systems. Demonstrated experience with sales and managing customer leads. Effective interpersonal and organizational skills and experience working effectively in teams and independently required. Valid driver's license or ability to obtain to operate University vehicles to transport materials, equipment or clients to event sites. Demonstrated ongoing commitment to workplace diversity, sustainability and delivering exceptional value and great experience to customers.

**Desirable Qualifications**

Experience working in a higher education experience desirable. Ability to coordinate multiple projects at various stages of development (1-3 yrs.) Knowledge of space reservation software, CRM and/or technical systems used for conferences and customer database (1-3 yrs.) Knowledge of UVM's facilities. Knowledge of UVM policies/procedures and systems. Knowledge of all phases of a program's life cycle. Valid driver's license, good driving record, take University vehicle training, and be able to operate University vehicles.