



MUNDELEIN SEMINARY

Job Description

Job Title	University Events & Guest Services (UEGS) Coordinator
Department	University Events and Guest Services
Reports To	Senior Director, University Events and Guest Services (UEGS)
Positions Supervised	Monday thru Friday, 8:00am-4:30pm, weekends and evenings as assigned
Hours	
Employment Class	Exempt
EEO Class	2 - Professionals
Authorized Driver	Yes

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Summary

The University of Saint Mary of the Lake/Mundelein Seminary (USML) is the major seminary and graduate school of theology for the Archdiocese of Chicago. Mundelein Seminary is one of the largest priesthood preparation programs in the United States having graduated over 4,000 students since 1926 and serving over 30 dioceses in the United States and abroad.

The UEGS Coordinator will provide support and assistance to the director and event planners in the planning, execution and follow up to ensure the success of all assigned events, other functions, meetings, retreats, and guest services. The UEGS Coordinator will serve as a liaison to key stakeholders on campus that support events (aka dining services, public safety, facilities, IT, etc.). This person will need to build strong relationships across USML and effectively communicate to ensure successful outcomes. This position will be responsible for maintaining consistent and positive contact with existing clients while promoting the core values of the University of Saint Mary with clients, client's guests, and colleagues. The UEGS Coordinator will serve USML as a campus ambassador striving for excellence, innovation, and service.

This position will also support the UEGS department on special projects, marketing outreach and other requests as assigned. The UEGS Coordinator is responsible for the coordination of events in compliance with USML policies and procedures, brand standards and federal, state and local regulations.

Essential Job Functions

Assist the event planners by:

- Maintaining client record keeping on Kx (planning software platform), the server/cloud and hard copies throughout various stages including (but not limited to): inquiry/follow up, generating contracts, estimates/invoices, planning, and execution.



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- Working with the setup team to ensure room configurations are according to client's request specifications.
- Provide onsite assistance and service to groups on campus.
- Coordinate the post-event follow up process with clients including thank you notes, surveys and rebooking's.
- Answer and qualify incoming inquiries.
- Maintain good relationships and clearly communicate with event planners, front desk personnel, director, all other departments, and stakeholders.
- Maintain consistent, professional, positive attitude and actions when communicating with guests, associates, vendors, students, and volunteers.
- Proactive approach regarding guest services, delivering on expectations, responding to guest requests, and informing event planners and or director accordingly.
- Accountable for overall guest experience for each meeting/event from arrival to departure.
- Promptly report any emergencies, accidents, injuries, damages, safety hazards, incidents of guest dissatisfaction, deviations from USML policies and procedures, brand standards, regulations, or other matters of significance to the director so that corrective measures may be taken.
- Prepare for and attend all weekly staff, department, university meetings and trainings as scheduled and requested.
- Comply with all USML policies and procedures, exercising discretion when applicable, preserving confidentiality, practicing safe work habits, and complying with sanitary, safety, security, and emergency procedures.
- Support and serve the UESG department on special projects, marketing efforts, departmental requests and other duties/tasks as required or assigned by the director/management.

Education and Experience – An equivalent combination of education, training and experience will be considered.

- Bachelor's degree in hospitality, marketing, communications, or business, required.
- Minimum of 1-2 years of direct experience in meeting, event planning, hospitality guest services, or related field, preferred.
- Proficient with Microsoft Office (Excel, PowerPoint, Word), required.
- Project management experience, preferred.
- Guest/customer service centric focus, preferred.
- Attention to detail a must!



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Knowledge, Skills and Abilities which may be representative, but not all-inclusive of those commonly associated with this position.

- Ability to multi-task, prioritize, effectively organize and be detail oriented (i.e., proofreading accurately).
- A self-starter who takes ownership and demonstrates commitment to the job; resourceful.
- Excellent time management skills, ability to consistently meet competing deadlines and the willingness and flexibility to adapt to last minute changes.
- Strong communications skills. Must be at ease in public arenas; capable of meeting, greeting, and conversing in a professional and confident manner.
- Works well under pressure and in a fast-paced environment, maintaining composure under stress, using tact and good judgment, and meeting established goals and objectives.
- Problem solving; ability to come up with solutions and enhance procedures.
- Strong interpersonal skills, working harmoniously, collaboratively, and effectively with others as a team.
- Strong work ethic.

Work Environment – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Office based position, regular use of office equipment, phone, copier, etc.
- Position is exposed to outside weather elements, occasionally.
- Must have a valid driver's license, and ability to fully use personal car.
- Genuinely support and work well with others in a Catholic environment.
- A commitment to the belief that all people have the right to dignity, respect, opportunity, and full community inclusion.
- Possess a philosophy that is consistent with the Mission, Vision and Values of the University organization.
- Neat in appearance.
- Ability to work evenings, weekends, and holidays.

Physical Abilities that are commonly associated with the performance of the functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Physically able to perform the duties as assigned, including lifting, carrying, and pushing up to 50 pounds.
- Safely climb a step ladder up to four (4) feet.



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- Able to routinely ascend two to four sets of steps multiple times during the day.
- Ability to stand, sit, or walk for extended periods of time.

Employee Acknowledgement - I understand that:

- This job description provides a general summary of the position in which I am employed. The contents of this job description are job requirements, and, at this time, I know of no limitations which would prevent me from performing these functions with or without reasonable accommodation. I further understand that it is my responsibility to inform my director at any time that I am unable to perform these functions.
- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and it is understood that my employment is at-will.
- I have read and understand this job description.

Employee: _____

Date: _____

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