



MUNDELEIN SEMINARY

JOB DESCRIPTION

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| Job Title | Event Planner |
| Department | University Events and Guest Services |
| Reports To | Senior Director, University Events and Guest Services |
| 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

Provide comprehensive planning and sound execution of all assigned events and functions. Maintain consistent and positive contact with existing clients to secure repeat bookings. Develop and nurture contact with prospective clients to convert queries into procured bookings. Provide effective planning communications with key stakeholders on campus that support events (aka dining services, public safety, facilities, IT, etc.). Promote the core values of the University of Saint Mary with clients, client's guests and colleagues. Lead and serve the University of Saint Mary of the Lake as a campus ambassador striving for excellence, innovation and service.

Core Leadership Functions

A USML event planner is responsible for the daily supervision of all assigned meetings, retreats and other convention functions to include all guest service needs. Responsible for the coordination and planning of events in compliance with university's policies and procedures, brand standards as well as with federal, state and local regulations. Promptly reports emergencies, accidents, injuries, missing articles, damages, engineering items and other safety hazards to the director. Reports any deviations from USML policies, procedures, brand standards and regulations to the director.

Essential Job Functions

- Plan, manage and supervise conference center meetings, conventions, retreats and other groups that are booked. Must clearly communicate with all other departments and stakeholders to ensure that exceptional service, standards and commitments made to clients are delivered.
- Prepare, review, perform and supervise preparations of events including the creation of the event contract, the completion of the booking sheets/banquet event orders, meeting room setup specifications, on- or off-campus food and beverage services, sleeping rooms and/or alternate lodging accommodations, audio visual needs, program/agenda details, changes in attendance (additions and attritions) with proper notification to all affected departments, and distribution of final event confirmation details to key campus stakeholders.



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- Provide or arrange for day-of, onsite contact with arriving client giving a tour of facilities designated for use by the group, reviewing setup of all meeting spaces, and accommodating any final adjustments or assistance as requested. Assist guest services team as needed.
- Prepare, review, update and ensure the timely receipt of all contracts and billing including deposits, invoicing and final reconciliation in compliance with the accounting procedures of the university. Review the contract with the client and ensure that all billing and cancelations policies are understood and applied. Appropriately manage the budget to maximize revenue and meet client needs. Obtain all tax-exempt certificates and certificates of liability insurance as applicable.
- Maintain exceptional client files with detailed notes and tracking of all client requests and changes utilizing the event software system and following the established process and procedures for hard copy files and server files.
- Consistent professional and positive attitude and actions when communicating with guests and associates. Always be proactive as it relates to guest service, delivering on expectations while also responding to guest requests, concerns and problems to ensure guest satisfaction. Report any incidents of guest dissatisfaction or other matters of significance to the director immediately so that corrective measures may be taken.
- Develop and establish dynamic and long-term client relationships through positive interactions which include pre-event meetings, tours of the campus prior to bookings, constant and consistent contact throughout an event to ensure all needs are not only being met but exceed; post-event follow-up for feedback and to thank the guest for their business, and proactively reaching out to secure future bookings.
- Offer support and serve as a liaison to the business development manager to help secure bookings. Provide feedback to the sales manager following an event to help maintain good team communications and to collectively build repeat business. Understand and oversee individual book of business and review year-over-year bookings with the business development manager and director.
- Prepare for and attend all weekly staff, department and university meetings as scheduled and as requested. Attend all training offered on campus or as requested.
- Comply with all USML policies and procedures. Practice safe work habits and comply with sanitary, safety, security and emergency procedures. Ensure good communications with other event planners, front desk personnel and director to ensure all functions are being executed with excellence.
- Perform other duties/tasks as may be required, requested or assigned by the director/management.

Expectations

- Well organized and detail-oriented with an ability to multitask and prioritize. A self-starter who desires to show ownership and commitment to the job.
- Excellent time management skills. Demonstrate ability to consistently meet competing deadlines. Flexibility to adapt to last minute changes.
- Flexibility in work hours. This includes weekdays and weekends including early hours or evening hours.
- Exceptional communications skills. Must be at ease in public arenas, capable of meeting, greeting and conversing in a professional and confident manner.



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- Strong analytical and problem-solving skills. Great negotiation skills. Proofreads accurately.
- Must have the ability to work in an active environment, maintaining composure under stress, using tact and good judgment.
- Strong interpersonal communication skills with ability to work harmoniously and effectively with others as a team. Able to preserve confidentiality and exercise discretion.
- Must possess strong computer skills and solid working knowledge of Microsoft Office products. Must be able to master the event booking software platform (Kx) and other software programs as required to properly execute all event functions and greater team communications.
- Work under pressure and meet established goals and objectives.
- Neat in appearance.
- 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.
- Genuinely support and work with others in a Catholic environment.

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

- Bachelor's degree in hospitality, marketing communications or business or a minimum of five years of direct experience in meeting or event planning.
- Project management experience desired.

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

- Ability to work in all interior and exterior conditions including rain, snow, cold and hot weather.
- 1000-acre USML campus (USML lake, dam, buildings, bridges, leased 18-hole golf course)

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 the capacity to lift 35 pounds occasionally and safely climb a step ladder up to four (4) feet occasionally.
- 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.