

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: CONFERENCE SERVICES COORDINATOR - CITRUS

PAY GRADE: C-4

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

To coordinate and provide oversight of the conference services function at the Citrus Campus, ensuring seamless delivery of services for both internal and external customers.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: High school diploma or equivalent required. Associate's degree or above preferred.
2. Years of experience in field: Two or more years' experience in conference services, education environment, or customer service related position required.
3. Special skills or abilities related to position: Positive human relation skills. Ability to establish and maintain effective working relationships with all college departments as well as the business community. Must be well organized, self-disciplined with good presentation skills. Ability to supervise staff, including part-time and student assistants. Sales, marketing and benchmarking skills required to gauge competition and promote competitive advantage of college services. Skilled in hospitality, catering and special events service areas with knowledge of contractual agreements and health codes.

ESSENTIAL JOB FUNCTIONS:

1. Facilitate and coordinate all scheduling of conference services for the Citrus Campus for both internal and external customers.
2. Supervise and schedule conference services and event staff to ensure seamless service to customers.
3. Develop and maintain a conference services customer base that allows for generation of revenue to meet established revenue goals.

ESSENTIAL JOB FUNCTIONS (Continued):

4. Exercise sound judgment based on policies in negotiating contracts with potential customers.
5. Prepare reports and maintain customer files and operational records as necessary (including management of customer accounts).
6. Work collaboratively with CF Institute and Conference Services staff at the Ocala Campus to maximize services and profitability of departmental operations in Citrus County.
7. Facilitate an evaluation process for conference services functions.
8. Assist with coordination of advertising and marketing efforts.
9. Answer phone queries, assist walk-in customers and conduct tours of the facilities.
10. Assist customers with the facility usage application process (complete forms; review required insurance, license etc., confirm set-up and technical requirements).
11. Arrange for computer services support and other college equipment as needed.
12. Work with caterers as needed.
13. Perform other duties as assigned.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as required.)

PHYSICAL DEMANDS:

The physical demands described here 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 the essential functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting and bending.

ENVIRONMENTAL CONDITIONS:

- Works inside in an office environment.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Citrus Campus, in an office designated at time of vacancy announcement

SUPERVISOR OF POSITION: Director of Student Affairs - Citrus