



Position Announcement/Description

**Event Coordinator  
Midland Center for the Arts  
Midland, MI**

**Position Title:** Event Coordinator

**Supervisor:** Director of Visitor Services

**Classification:** Full Time Exempt

POSITION CONCEPT

Under the general supervision of the Director of Visitor Services, this position is responsible for providing exceptional customer service in relation to the coordination, implementation, management and attendance of assigned events or performances. Must be able to multi task, problem solve, and work a flexible schedule, including nights and weekends as needed.

DUTIES AND RESPONSIBILITIES

The duties of this position include, but are not limited to:

**Event Management**

- Provides leadership and excellent service standards at assigned events, including oversight of event staff/volunteers and is the key liaison for event contact/owner.
- Assists Director of Visitor Services in developing and maintaining efficient processes to coordinate hospitality and event services for the Center.
- Responsible for assisting with oversight of events involving hospitality services. This may include various logistical aspects of the event, such as animation plans, creating work orders/social table layouts for facility set up, arranging for linens, coordinating caterers, shopping, food displays and refills, signage needs, clean up and house management duties.
- Develops an in-depth knowledge of the Center hospitality menu and local catering and linen/décor options, using knowledge to create hospitality proposals for internal events as well as facility use events.
- Conducts shopping trips for hospitality related events as assigned.
- Able to use the kitchen to warm smaller food offerings and create food displays as needed.
- Willing to operate/supervise bar and concession services during events or facility use events as necessary in case of a staffing emergency situation.
- Able to wash/sanitize dishes during/after food service events as needed in order to maintain ServSafe standards in the kitchen
- Assists with pick up and return of linens for assigned events.
- Assists with backstage hospitality of performing artists as assigned.

- Attends training and maintains TIPS and Servsafe Certification. Responsible for ensuring compliance of regulations.
- Help prepare the facility for performances and rental events as necessary

#### REQUIRED QUALIFICATIONS/EDUCATION:

##### **Qualifications:**

- Able to work a flexible schedule, including nights and weekends as needed
- Excellent customer service skills, comfortable engaging with guests
- Ability to work under pressure while multi-tasking
- Able to move around the venue quickly and easily
- Detail oriented and problem solving capabilities

##### **Education and Experience Requirements**

- High School Graduate
- Experience working in a customer service environment. Event management experience preferred.

##### **Our culture at MCFTA is that every day and in every way we commit to:**

- Delivering WOW Service
- Performing our Personal Best
- Creating Open and Honest Relationships
- Embracing Change Through Creativity
- Creating a Positive Team Environment
- Escaping the Ordinary

##### **To meet these goals, we expect Event Team Members to:**

- Commit to achieving the highest quality customer service possible.
- Maintain ongoing, timely and positive communication and information sharing with all team members.
- Ensure that all guests have an enjoyable and rewarding experience.
- Contribute new ideas, and solutions to challenges in team meetings.
- Engage in ongoing self-review and process improvement.

##### **Application:**

Email Cover Letter and Resume to: [siegmund@midlandcenter.org](mailto:siegmund@midlandcenter.org)

Tina Siegmund

HR, Payroll & Benefits manager

Deadline: Open Until Filled