

Union Station Kansas City

Position Description

Title: Venue Coordinator
Department: Marketing
Reports To: Event Manager

JOB SUMMARY Venue Coordinator under the direction of the Event Manager acts as the official representative of Union Station during events including private rentals, weddings, corporate events and internal events. The Venue Coordinator executes events including coordination with vendors, janitorial, security, parking, audio-visual and engineering needs. Responsible for ensuring internal and external clients comply with Union Station guidelines and procedures with regard to the use of the facility. Most importantly, Venue Coordinator is focused on ensuring client satisfaction via clear, complete communication from beginning to end of engagement.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to the following:

- Provides logistical support for all events as assigned, utilizing software and standard templates to communicate all event aspects across entire stakeholder community.
- Coordinates scheduling of all event set-up's and tear-down's with USKC Director of Operations. This includes requirements for Chairs, Staging, Audio Visual, etc.
- Confirms schedules with USKC internal vendors such as custodial, security and parking.
- Ensures all client-contracted vendors, USKC Director of Operations, and Fire Marshall (when required) have the approved layout for the event.
- Oversees and assists client-contracted vendors during set-up and ensures safety procedures are in place and followed.
- Supervises events, end-to-end, ensuring all procedures are being followed correctly and all guidelines relating to historic preservation of the Station are observed and space is returned to pre-event condition.
- Produces post-event report, including additional charges incurred during the event, but not originally specified.
- Provides exceptional guest service to both internal and external guests.
- Assists with incoming Space Rental requests, providing timely and accurate information. Also includes prospect tours of rental spaces and careful documentation of prospect conversations so as to avoid communication gaps, misunderstandings and unmet expectations.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

No direct reports.

EDUCATION, REQUIREMENTS and SKILLS

- High School diploma or GED required.
- Two years of experience in event coordination preferred.
- Excellent professional, verbal and written communication skills.
- Ability to deal courteously, tactfully and discretely with clients, general public and outside organizations and groups.
- Ability to work under stressful and physically demanding situations.
- Strong customer service skills.
- Excellent real-time problem solving skills.
- Ability to work nights, weekends and extended shifts.

PHYSICAL DEMANDS and WORK ENVIRONMENT

Moving, lifting and placing loads up to 50lbs is required across expansive spaces on multiple levels of Union Station campus. Events happen year-round, both inside and outside, in all temperatures and conditions. The operating environment and requirements described in this document are representative, but not necessarily all-inclusive, as they relate to the essential functions of Venue Coordinator.

Union Station Kansas City is committed to employing a drug-free and diverse work force.

EOE M/F/D

I acknowledge receipt of the Venue Coordinator Job Description.

Name/Date