

POSITION SUMMARY

TITLE:	Events Coordinator	REPORTS TO:	Senior Events Manager
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KEY DELIVERABLES

- Support in the development and implementation of strategies to ensure exceptional delivery of USA Pavilion Business and Cultural Programs for the full duration of Expo 2020
- Ensure Business and Cultural Programs, events, performances and services are delivered to the highest operational standard meeting the expectation of the Department of State, Expo 2020 organizers and key stakeholders
- Maintain a flexible, cooperative and professional approach to meeting USA Pavilion objectives and working with other USA Pavilion staff, representatives and stakeholders
- React to a constantly changing environment with consistent professionalism and composure
- Ensure that the event management software program is used to maximum efficiency and that all reports are accurate and detailed as required by management
- Ensure that event hosts and their corresponding organizations are professionally and comprehensively serviced in the delivery of outstanding events
- Participate in team planning and development meetings
- Work co-operatively with event specific staff that require integration into the VIP Pavilion team, e.g. visiting chefs or cultural program talent
- React to a constantly changing environment with consistent professionalism and composure
- Maintain a flexible, co-operative and professional approach to meeting USA Pavilion objectives and working with other Pavilion staff, representatives and stakeholders
- Ensure Occupational Health and Safety standards, policies and procedures, particularly food safety and hygiene, are understood and met

KEY RESPONSIBILITIES

Event Management

- Ensure that all events and functions at the USA Pavilion are delivered to the highest standards throughout all aspects of planning, communication and execution including meeting special requests
- Complete assigned tasks professionally, accurately and within established timelines
- Ensure all communications are delivered in a highly professional and accurate manner
- Coordinate the USA Pavilion's business and event program including the below in a professional, accurate and timely manner:
 - liaison with event organizers and guests;
 - event delivery and logistics; and
 - communicating key details to USA Pavilion departments so they can support the successful execution of each business program event.
- Support USA Pavilion management administratively as required in a professional and time efficient manner by ensuring:
 - accurate maintenance of all event and function files and calendars;
 - manage the coordination of invitations and responses;
 - distribute documentation to facilitate event coordination and guest attendance; and
 - set up meetings as required.
- Coordination of all event requirements including invitations, seating arrangements, name cards etc
- Ensure that the VIP business program software is used effectively and accurately
- Provide support in regard to the planning and delivery of the USA Pavilion's National Day
- Ensure confidentiality in all bookings/attendances
- Adopt a hands-on approach to ensuring the smooth and successful execution of all events and functions

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Business and Cultural Program Coordination

- Work cooperatively with the Cultural Program, Protocol and VIP Reception teams, in the coordination and implementation of all Business and Cultural Program activity
- Participate, and at times host, USA Pavilion tours for special guests and/or groups

Administration

- Manage and co-ordinate administrative and other duties as required to support the Senior Events Manager
- Ensure planning, preparation and execution of all Events department tasks are conducted on time, within specification and with a high-quality outcome (including meeting special requests)
- Prepare internal and external documents as directed by the Senior Events Manager or Pavilion management
- Uphold a strict level of confidentiality
- As required, attend USA Pavilion meetings and events
- Support the VIP Reception team in providing additional support and coverage as required

Teamwork

- Work co-operatively and support all USA Pavilion colleagues and management to ensure event deliverables are met including have a proactive approach to guest satisfaction
- Ensure that information is effectively, accurately and respectfully shared
- Actively participate in team meetings along with developing good working relationship with all USA Pavilion personnel
- Embrace training opportunities to further develop skills and support operational excellence across the business

General

- Work cooperatively with all USA Pavilion teams to contribute to a highly engaged and service-oriented team
- Adopt flexibility and a willingness to adapt to an ever-changing work environment including changes to timelines, deadlines or scope of work
- Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the Pavilion's Health and Safety policy
- Reinforce and promote the principles of equal employment and diversity in the workplace by ensuring that all employees and stakeholders are treated with dignity and respect
- Be familiar with policies and procedures relevant to this position and workplace
- In responding to requirements of the USA Pavilion or TVG Management, it may be necessary to vary aspects of the position from time to time and require you to complete other duties willingly and promptly