

Job Description

Job title	Creative Center Coordinator	Salary Grade:	NA
Reports to:	Education Project Manager	FLSA Class:	Nonexempt
Date created:	March 29, 2016	Date Revised:	NA
Manager:	A. Goddard	Human Resources:	S. Solarz

Job Summary

The Creative Center Coordinator plans, organizes and executes all daily activities associated with onsite training classes delivered to external and internal customers. As host/concierge, represents the company in a positive and upbeat manner that promotes the company image and enhances training participants' overall customer experience.

Essential Functions

- Plan, prepare and set up for training events:
 - Organize, create and deliver pre-event communications to participants and presenters.
 - Maintain equipment, supply and product inventories.
 - Facility setup, including basic housekeeping, equipment prep and testing, store displays, etc.
 - Prepare participant supply kits.
 - Coordinate lesson plans with Educators.
 - Order food.
 - Arrange accommodations and transportation.
- Facilitate events as they occur:
 - Serve as host/concierge during events.
 - Greet participants and process registrations.
 - Arrange and set up meals and refreshments.
 - Maintain store inventories and process sales orders.
 - Manage shuttle service.
 - Generate reports.
 - Tend to participants' special needs.
- Coordinate post event activities and reporting.
 - Tear down equipment and order repairs and updates as needed.
 - Refresh equipment, supply and product inventories.
 - Generate event reports.

Competencies

- Customer focus.
- Strong team orientation.
- Ability to present a professional, positive image that reflects favorably on the company.
- Highly organized, flexible, able to work comfortably in a fast-paced environment.
- Ability to impart knowledge of company products.
- Inventory management skills.
- Retail sales skills.
- Basic computer skills, including the ability to send and receive email, and intermediate knowledge of MS-Word, Excel and PowerPoint.

Supervisory Responsibilities

This position has no supervisory responsibilities.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

This job is performed primarily in training facility, including standard office, classroom, retail store and stockroom settings.

Essential 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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required move about, including time spent sitting, standing, operating standard office equipment or sewing machines, may frequently be called upon to climb a ladder and lift up to 50 pounds.

Equipment Used

This job routinely uses standard office equipment such as computers, projectors, telephones, photocopy machines, fax machines and filing cabinets.

Expected Hours of Work

This is a full-time position based on a 37.5-hour workweek, Monday through Friday. Hours may vary. Frequent overtime and occasional weekends are required.

Travel

Occasional in-town travel to pick up supplies and/or transport participants to and from destinations may be required.

Required Education and Experience

Two year degree in retail or hospitality fields or equivalent years of work experience plus at least two years related work experience are required.

Preferred Education and Experience

Undergraduate degree and related work experience preferred.

Work Authorization

Must be authorized to work in the United States.

Other Duties

Please note that this job description is not designed to provide a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.