

## POSITION DESCRIPTION: Events Assistant

<b>Reports to:</b>	<i>Event Manager</i>
<b>Direct Reports:</b>	<i>Nil</i>
<b>Company:</b>	Dunedin Venues Management Ltd (DVML)
<b>Our Vision is uncompromising:</b>	<u>Everything we do creates Southern pride and prosperity.</u> We believe in growth, opportunities and exceptional event experiences that others may not have thought possible
<b>Our Mission is energising:</b>	A ground-breaking business challenging traditional thinking, recognised for the value and vitality we contribute to our community and economy, respected for our tenacity integrity and creativity
<b>We live by our Values:</b>	<ul style="list-style-type: none"> <li>- Forward thinking and solutions focused</li> <li>- Nimble and responsive</li> <li>- Trustworthy and respectful</li> <li>- Safe and sound</li> </ul>

## POSITION PURPOSE

*This position is the first point of contact for DVML's clients and the public attending the Dunedin Centre and is responsible for:*

- *Providing exceptional customer service by phone, email or in person in response to a wide range of event queries*
- *Providing outstanding assistance to the events team, including administration support, which ensure events are memorable and delivered to a high standard*
- *Completion of general administrative duties to support the Events Team*

## POSITION RESPONSIBILITIES

<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• <i>Meet and greet clients in a professional and friendly manner and assist with famils as required</i></li> <li>• <i>Provide a friendly, accurate and timely response for all day-to-day queries whether by phone, email or in person</i></li> <li>• <i>A professional image is presented at all times</i></li> <li>• <i>Proactively manage customer needs, and escalate appropriately to the Events Co-ordinator or Events Manager when required</i></li> <li>• <i>Communicate openly and regularly with the Business Events team</i></li> </ul>
<b>Event Administration &amp; Assistance</b>	<ul style="list-style-type: none"> <li>• <i>Ensure the Venue and Event Management booking system (Ungerboeck) is maintained, and continually up-to-date</i></li> <li>• <i>Manage DVML's event enquiry process within agreed response timeframes, including preparations of quotes, contracts, invoices and proposals</i></li> <li>• <i>Complete a sales report on a monthly basis</i></li> <li>• <i>Proactively follow up on enquiries to assist with securing business for DVML</i></li> </ul>

	<ul style="list-style-type: none"> <li>• Regularly update the Event Manager and Business Development Manager about enquiries and how they are tracking</li> <li>• Once a hirer confirms, create and send venue hire agreements, and track their progress to ensure they are completed in full and returned in advance of the event taking place</li> <li>• Take ownership of continually reviewing and improving event administration policies, guidelines and procedures</li> <li>• Assist the Events Co-ordinators with ordering materials for events, room set up, clean up and general events assistance as required</li> <li>• Plan and deliver some low risk/smaller events as required</li> </ul>
<p><b>General Administration</b></p>	<ul style="list-style-type: none"> <li>• Liaise with and manage expectations of courier drivers where they have event deliveries or pick ups</li> <li>• Prepare invoices and purchase orders via Ungerboeck as required</li> <li>• Ensure all office areas are kept clean and tidy</li> <li>• Assist with organising meetings, presentations and reports as required</li> <li>• Take minutes for meetings as required</li> <li>• Manage stationary and kitchen supplies and liaise with Forsyth Barr Receptionist to order stock when they are running low</li> <li>• Document preparation, word processing, photocopying, printing, scanning, laminating and binding of documents as required</li> <li>• Assist with mail outs when required</li> <li>• Any other duties that fall reasonably within the scope of this role as required, and as directed by the Events Manager.</li> </ul>

## HEALTH & SAFETY

Dunedin Venues Management Ltd regards the engagement of all workers in Health and Safety management as a prerequisite for good Health and Safety performance. All DVML employees will demonstrate their commitment to Health and Safety by:

- Personally participating in all Health and Safety initiatives that apply to them
- Becoming actively involved in the management of hazards and risks they are exposed to
- Ensuring their own Health and Safety and that of others around them
- Providing suggestions and solutions for the improvement of Health and Safety
- Participating in the review of Health and Safety initiatives and systems where relevant.

## KEY RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> <li>- Business Events Team</li> <li>- Business Development Team</li> <li>- All other DVML employees</li> </ul>	<ul style="list-style-type: none"> <li>- Clients</li> <li>- Event attendees</li> <li>- Contractors</li> <li>- Members of the public</li> <li>- Couriers</li> <li>- Suppliers</li> </ul>

## PERSON SPECIFICATION

Requirement	Essential	Preferred
<b>Education</b>		<ul style="list-style-type: none"> <li>• NCEA level 2, or equivalent</li> </ul>
<b>Industry Experience</b>	<ul style="list-style-type: none"> <li>• At least two years' experience in an administration, customer service or support role within a commercial workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Events assistance or Sales experience</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Proven competency with computers including excellent ability in Microsoft Office products</li> <li>• Positive, friendly and professional customer service ethos</li> <li>• Excellent interpersonal skills and a true team player</li> <li>• Proven written and verbal communication skills and the ability to listen well</li> <li>• High levels of accuracy and attention to detail</li> <li>• Numerically literate e.g. able to prepare quotes and invoices</li> </ul>	<ul style="list-style-type: none"> <li>• Experience using Microsoft Office 365</li> <li>• Experience using event management software</li> </ul>

	<ul style="list-style-type: none"> <li>• <i>Exceptional time management skills</i></li> <li>• <i>Flexible approach, with the ability to work hours that fit with events (when required)</i></li> </ul>	
<p><b>Expected Behaviours</b></p>	<p><b>Customer Centric</b> As an event management and delivery business we put customers at the centre of everything we do. We work collaboratively and tirelessly to deliver exceptional customer service.</p> <p><b>Solutions and Results Focus</b> Using a continuous improvement approach, we deliver the right results to meet the customers, and business needs.</p> <p><b>Interpersonal Skills</b> To deliver results, exceptional interpersonal skills are required. Having a professional, friendly manner, the ability to listen and understand and accurately reflect the customer’s needs, and to read between the lines and communicate a compelling vision of the solution are all required.</p> <p><b>Teamwork and Collaboration</b> Working openly and being supportive of each other is an essential principle for everyone who works at DVML. Relationship and people skills are essential, as is the ability to work with people across all the functional areas of the business.</p> <p><b>Integrity and Trust</b> We have a core principle of integrity and trust. Say what you mean, mean what you say and deliver as promised. Being able to trust others and to build lasting, trusted relationships with colleagues and customers is essential.</p> <p><b>Self-Managing</b> The ability to manage workload and time effectively is essential to success in the events business. Flexibility and a commitment to pro-actively managing own work/life balance is required.</p>	