

Position



CONFERENCE • EVENT • ASSOCIATION MANAGEMENT



Position: Conference Coordinator

Reports to: Managing Director (Hobart)
and Conference Manager (Hobart)

Position Objective:

To provide administrative assistance in the coordination, organisation and delivery of conferences and events alongside one of our busiest conference managers.

Location: This position will be based in the Hobart office, 227 Collins Street Hobart, Tasmania.

Introduction:

The conference management industry is a dynamic and vibrant one. The team at Leishman Associates is growing and we are looking for people who have a commitment to delivering a great product for our clients, representing the company at the highest possible standard, someone who takes pride in their work, is a willing team member and is prepared to give 110%.

The successful applicant will need to be able to manage several projects at once, and be focussed on ensuring ultimate success. It is envisaged that the applicant will have the responsibilities of assisting with multiple conferences per year, in a team-based environment.

This industry is not for the feint-hearted. If you take pride in doing a great job and being creative, are extremely thorough and enjoy a challenge, then this is the industry for you.

It is suggested that potential applicants access the Leishman Associates corporate website www.leishman-associates.com.au for further information about the company.

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Key Roles and Responsibilities:

May include, but is not limited to:

- Utilising EventsAir software to manage conference databases to an accurate and high standard
- Working alongside the Conference Manager
- Learning and using, EventsAir and the Microsoft suite of applications
- Organisation processing of delegate registrations
- Book and confirm block booking for hotels and manage hotel contracts
- Working on site at conferences, client liaison, exceptional customer service provision
- Manage conference websites through a content management system via Wordpress
- Book flights for speakers and clients
- Processing of and responding to delegate enquiries and follow-up queries, whether email based, by telephone or in person
- File and record management for conferences, events and business operations
- Liaison with conference speakers to obtain biographical information, photographs and audio visual requirements as required
- Undertake administrative duties as may be required to provide an appropriate level of service
- Undertake office maintenance duties as required

Performance Measures:

- Information and documents are accessible, complete and accurate
- Support is relevant to client needs
- Quality customer service characteristics are achieved
- Office practices, and procedures are implemented in a uniform and timely manner
- Banking and financial reports are correct

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Required Attributes/Selection Criteria:

- Completion of Year 12
- Completion of Event Management course (desired) and / or tertiary qualifications in a relevant discipline.
- 2 years' experience in an office environment
- Experience within the industry will be favourably considered – particularly in a PCO environment.

Knowledge and Experience:

- Subject to some training, a capacity to gain knowledge of standard techniques procedures within a conference and event management environment
- Capacity to gain knowledge and experience to exercise limited degree of judgment in a recurring work situation

Skills and Competence:

- EventsAir proficiency highly desirable
- Intermediate to advanced computer skills, MS Word, MS Excel, PowerPoint
- Good time management skills to achieve standard outputs and defined tasks
- Ability to work to tight deadlines and multi task several conferences at once
- Good telephone manner, enthusiastic and friendly
- Fantastic attention to detail
- Good basic written and oral communication skills
- Ability to favourably portray the organisation to clients

Personal Attributes and Abilities:

- An ability to work under pressure and to meet strict deadlines
- An ability to work within a small but dynamic team
- An ability to work flexible hours
- An ability to show initiative
- A committed attitude to 'getting the job done'

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Organisational Relationships:

Internal: The Conference Coordinator will work in conjunction with Conference Manager, together with other members of the Hobart and Melbourne team.

External: Clients, suppliers and in the main part conference delegates, as well as members of the general public.

Please Note: This position may require some interstate travel and a requirement to work beyond nine to five.

It is envisaged that the position will begin as soon as possible.

Application:

If you are confident that your skills match what we are looking for, and you are interested in joining a highly respected organisation we look forward to receiving your application.

Applications Close:

9am, 23 July 2018

Interviews will begin soon after.

Please respond via Seek.com

For a confidential discussion regarding this role, please contact Paula Leishman on (03) 6234 7844

