



# MOUNT ISA CITY COUNCIL POSITION DESCRIPTION

<b>POSITION:</b>	Events and Sales Coordinator
<b>EMPLOYMENT STATUS:</b>	Full Time
<b>AWARD CLASSIFICATION:</b>	Level 2 + 15% loading Queensland Local Government Industry (Stream A) Award - State 2017 In conjunction with Mount Isa City Councils Certified Agreement
<b>DEPARTMENT:</b>	Economic and Community Development
<b>SECTION:</b>	Civic Centre and Buchanan Park

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## POSITION OBJECTIVE

Support the events team by delivering exceptional customer service through all outlets by ensuring all Civic Centre and Buchanan Park events are delivered from conception through to completion. This position will contribute the overall success by supporting the organisation with professional service delivery for events, functions and sound marking campaigns to deliver the very best outcome for our clients.

## ORGANISATIONAL RELATIONSHIPS

Reports to:	Manager, Economic and Community Development
Supervises:	Contract and temporary staff as required and occasional supervision of MICC trainees

## REQUIREMENTS OF THE POSITION

### Skills, Knowledge and Experience

- Experience in events, guest services or operations management (including food and beverage operations, ticketing and guest services)
- Experience in the provision of facilities management, including grounds maintenance and cleaning services
- Experience in sales and marketing management together with substantial experience and knowledge in a dedicated sales and marketing environment
- High level proficiency in Microsoft Office, social media and industry business systems
- Demonstrated project management skills and experience, including program planning, budget control, delivery and evaluation
- Demonstrated ability to lead and mentor a diverse workforce
- Demonstrated service excellence
- Problem solving skills to effectively address and resolve matters
- Excellent communication skills (written and verbal) with the proven ability to establish and maintain relationships and work with people at all levels.
- Excellent organisational and time management skills.
- Ability to maintain confidentiality and demonstrate sensitivity in the performance of work.
- Excellent customer service skills, attention to detail and the ability to set work priorities to meet deadlines.
- Ability to work independently and in a team environment.

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**Qualifications**

- Tertiary education in events, sales or marketing or relevant industry experience is highly desirable;
- Responsible Service of Alcohol (RSA) Certificate; or willing to obtain;
- Current "C" class driver's licence or ability to acquire a licence prior to commencing in the role essential.

**Training**

- Must be willing to undertake and successfully complete training deemed essential for the position in accordance with Councils Training Matrix.

**KEY RESPONSIBILITIES**

This position is responsible for the following areas and includes but is not limited to:

- Operationally manage events and coordinate services for the Civic Centre, and Buchanan Park events, including budget, resources and services;
- Rostering and coordinating casual event staff;
- Contribute to the strategic and operational planning activities;
- Maintain appropriate stock levels and control on all beverage items for bar outlets;
- Manage customer experience feedback;
- Ensure staff comply with all beverage handling and event safety procedures;
- Manage the security requirements of the Civic Centre and Buchanan Park;
- Assist with the promotion of Buchanan Park and the Civic Centre business through effective advertising using Council's social media pages, radio, newspaper, and any free other avenues available;
- Source quotes for signs, posters, and any other products to be used for advertising purchases;
- Assists with marketing and sales operational objectives by contributing marketing and sales information and recommendations to strategic plans and reviews, preparing, and completing action plans;
- Analysing trends and results; establishing pricing strategies; monitoring competition, supply, and demand;
- Assist with the implementation of the marketing and advertising plan;
- Assists with marketing opportunities by identifying consumer requirements, defining market, competitor's share, and competitor's strengths and weaknesses;
- Assist in researching and developing marketing opportunities and plans, understanding consumer requirements, identifying market trends, and suggesting system improvements to achieve the company's marketing goals;
- Working with other departments to lead the planning of activities and assist in the ongoing development of new ideas and products throughout the operating year;
- Work closely with the Promotion and Development team to cross promote events in the Mount Isa region;
- Out of ordinary hours work may be required;
- You are required to follow any other lawful and reasonable directives provided by your Supervisor or more senior officer; and
- Council reserves the right to change these duties at any time.

**Physical Requirements**

- It is an inherent requirement of the position to be able to occasionally lift weights up to 20 kg;
- Work outdoors in all weather conditions;
- Sit continuously for extended periods of time; and
- Walk on uneven terrain.

This position requires the incumbent to maintain a level of fitness to be capable of carrying out the physical requirements of the position.

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**KEY PERFORMANCE INDICATORS**

- Evidence of proactive activities including event planning, developing and implementing, evaluating, advertising and promotion;
- Events that are well attended and receive overall positive feedback from the community and external event partners;
- Identification of sales opportunities for Civic Centre and Buchanan Park within budget;
- Effectively process customer complaints ensuring compliance with Council's policy and procedure; and
- Promotes and complies with Council policies and procedures.

**DELEGATION AUTHORITY AND ACCOUNTABILITY**

- As per Council's Delegations of Authority;
- Authorise expenditure in accordance with Council's Procurement Policy;
- Other delegations as determined by the CEO or Council.

**ORGANISATIONAL COMMITMENTS**

To comply with the requirements of all Mount Isa City Council policies and procedures as amended from time to time, including but not limited to:

- Comply with customer service standards;
- Comply with Council's Code of Conduct;
- Comply with and actively promote and ensure compliance with Council's EEO Policy;
- Comply with Human Resources policies and procedures;
- Comply with Work Health & Safety legislation, policies and procedures;
- Comply with Records Management policies and procedures.

**WORK HEALTH AND SAFETY**

All employees of Council have a legal obligation to comply with Work Health and Safety legislation including Council's Work Health and Safety Management System; Safeplan and Council policies, procedures and work instructions. This framework is established to ensure the health and safety of employees, contractors, visitors, volunteers and the public.

Employees are required to perform all work and associated functions in a safe manner and to identify and report any concerns, near misses and incidents/accidents to Council's WH&S Officer and Supervisor.

**GENERAL**

All employees must comply with all reasonable and lawful directives given in the workplace and must undertake other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

Position Descriptions do not provide a definitive list of duties and responsibilities and as such Council reserves the right to alter this position description from time to time. Council expects employees to accept variations to their work within the classification level therefore Council may initiate changes through consultation with the position holder. On an annual basis the employee and appropriate Supervisor/Department Manager should review the position description for currency.

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**SELECTION CRITERIA – Events and Sales Coordinator**

<b>SELECTION CRITERIA</b>		<b>WEIGHTING (%)</b>
SC1	Experience in the sales and event planning environment	30%
SC2	Demonstrated project management skills and experience, including program planning, budget control, delivery and evaluation	20%
SC3	Ability to manage multiple competing deadlines with successful outcomes	20%
SC4	Ability to use Microsoft Office, social media and learn new systems	15%
SC5	High level written and verbal communication skills and ability to build and maintain relationships	15%

**AUTHORISATION**

Manager:                    Brian Atherinos

Signature:                \_\_\_\_\_

Date:                      \_\_\_ / \_\_\_ / \_\_\_

**EMPLOYEE DECLARATION**

I, the undersigned acknowledge receiving a copy of the Events and Sales Coordinator Position Description:

Name:                     \_\_\_\_\_

Signature:                \_\_\_\_\_

Date:                      \_\_\_ / \_\_\_ / \_\_\_