



Redeemer West Side Job Description

Position: Events Office Coordinator at W83 Ministry Center
FLSA Status: Non-Exempt **Band:** 5
Department: W83 Ministry Center **Work Hours:** Full-time
Date: June, 2019 **Reports to:** W83 Events Manager

Position summary

W83 Ministry Center seeks a collaborative, organized, and detail-oriented Events Office Coordinator to provide administrative support for a busy multi-use community center that's part of a church. As the home of Redeemer West Side Church, W83 Ministry Center also serves as a space for culture and community on the Upper West Side of Manhattan, welcoming over 2,000 visitors weekly. The Office Coordinator provides direct administrative support to the Events Manager and is instrumental in supporting the logistical needs of the Events office and helping to deliver the highest quality of service for our clients from start to finish. This position interacts with initial client inquiries via phone and email as the friendly first "face" of W83. S/he also tracks accounts receivables and payables, processes invoices and payments, and performs some basic database maintenance. This position works closely with members of the Events team as well as the main finance office of Redeemer Presbyterian Church.

Job description

Function as the "face" of W83 to clients submitting event inquiries. Responsibilities include:

- Receiving, managing, and vetting initial client inquiries, providing excellent client service over email, phone, and face-to-face
- Identifying prospective strategic clients and making recommendations to the Events Manager. Working with Events Manager to fill events calendar with events that align with W83's mission and vision, using the venue management software
- Tracking all initial event inquiries and preparing monthly reports with event statistics for Events Manager and W83 Director
- Maintaining W83's venue listings and profiles on event marketing sites and fielding event inquiries received through these sites

Serve as lead administrator of EventPro (EP), the venue and event management cloud-based software used by W83, overseeing responsibilities that include:

- Providing administrative oversight of EP databases including but not limited to managing online user accounts, customizing and maintaining an inventory of resources, and cleaning up account codes and event records
- Assisting online users with questions and troubleshooting
- Pulling financial and usage reports from EP for Director and Events Manager
- Performing regular data uploads, data cleanup, and database maintenance
- Ensuring financial information is correct in the database
- Assisting the Events Manager with managing helpdesk requests to EP and tracking resolution progress

Organize and execute office administrative processes and projects including:

- Tracking accounts receivables accurately and process payments in a timely manner and reconcile monthly reports with our accounting department
- Tracking accounts payables for contracted vendors accurately and make sure vendors are paid in a timely manner and reconcile monthly reports with our accounting department
- Assisting with holiday mailings and other special client communications
- Assisting Director and Events Manager with other administrative tasks as needed

Skills & Experiences

- High proficiency using office applications including G-Suite (Google Docs, Sheets, Slides, etc.)
- Bachelor's degree or equivalent work experience
- 2-3 years of administrative experience, preferably with some basic bookkeeping experience
- Preferred familiarity with an online billing system
- Preferred experience with database management

Qualifications

- Ability to self manage with a strong work ethic
- Ability to work independently and collaboratively; valuing teamwork within departments and across organizations within the Redeemer Presbyterian Church network
- Excellent verbal and written communication skills
- Excellent organizational, planning and time-management skills
- Flexibility to adapt to changing priorities/deadlines including the ability to multi-task and juggle many competing priorities
- Capable of thinking innovatively, using sound, professional judgment
- Commitment to a high level of service and mature professionalism
- Strong alignment with Redeemer West Side and W83 Ministry Center's mission, vision, and values

This position is full-time with benefits. Please send cover letter, resume to hr@redeemer.com