

# Position



CONFERENCE • EVENT • ASSOCIATION MANAGEMENT



**Position:** Conference Coordinator

**Reports to:** Conference Managers and Managing Director

**Position Objective:** To provide administrative / logistic assistance in the coordination, organisation and delivery of conferences and events.

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

## 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](http://www.leishman-associates.com.au) for further information about the company.

## Key Roles and Responsibilities:

May include, but is not limited to:

- Utilising Events Air software to manage conference databases to an accurate and high standard
- Working alongside Conference Managers to ensure timely delivery of information and benefits to conference attendees
- Learning and using, Events Pro and Events Air 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

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- 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:

- Support is of high quality and relevant to client needs
- Quality customer service characteristics are achieved internally and externally
- Office practices, and procedures are implemented and followed
- Productivity and output is of a high level
- Banking and financial reports are correct
- Information and documents are accessible, complete and accurate

## Required Attributes/Selection Criteria:

- A minimum of 2 years' experience in an office environment
- Completion of Year 12
- Completion of Event Management course (desired) and / or tertiary qualifications in a relevant discipline.
- Experience within the industry will be favourably considered – particularly in a PCO environment.
- An ability to travel as this is a requirement of the position – at least 3-4 times annually for up to 5 days at a time.
- An ability to work some weekends throughout the year

### 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:

- Events Air proficiency highly desirable, however this can be trained
- 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

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## 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'

## Organisational Relationships:

Internal: The Conference Coordinator will work in conjunction with Conference Managers in Hobart, together with other members of the Hobart 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

Applications should be emailed to: [tim@laevents.com.au](mailto:tim@laevents.com.au)

**Remuneration:** Will be in accordance with Clerks Private Sector Award depending on experience of the candidate.

