



JOB OPPORTUNITY

We encourage diverse applicants because we believe having staff who authentically reflect the communities we serve is critical to our ability to be culturally responsive.

Job Title: Event Planner
Department: Event Sales & Planning
Reports To: Interim Event Sales & Planning Manager
Classification: Full-time/Annual, Hourly/Non-exempt
Work Schedule: Flexes with events; on Bainbridge Island Campus
Pay Rate: \$21.50 per hour
Benefit Package: Full benefit package provided; health benefits 100% premium paid by IslandWood (medical, dental, vision, life, LTD), 401k, HSA, Flex, 3 weeks paid vacation

Overview:

IslandWood provides exceptional learning experiences to inspire lifelong environmental and community stewardship; our 250-acre campus is located on Bainbridge Island. The Event Planner is responsible for delivering the hospitality services for IslandWood's conferences, special events, retreats, community programs and donor cultivation events. The Planner works with all departments to provide customers with an exceptional experience at IslandWood.

Primary Responsibilities:

- Plans, oversees, and delivers events and conferences with exceptional customer service.
- Establishes and maintains positive, professional relationships with both clients and staff through effective, timely, and reliable communication.
- Coordinates all details with clients to assure their event is successful; determines room setups, catering requirements, guest count, and lodging in a timely manner.
- Coordinates all pre-event processes, including EventPro function sheets, rooming lists, audio-visual needs, menus, etc. with necessary departments in a timely manner.
- Organizes welcome notes, signs, keys, registration forms, and marketing materials for all arrivals.
- Possesses knowledge of general operations and emergency procedures required when guests are on site.
- Follows up with clients after their events, sending thank-you notes.
- Follows up with Accounting for accurate final bill.
- Works with the Events team and other departments to ensure staff support for functions before, during, and after the events as required.
- Maintains accurate information in Salesforce CRM Database and uses the system as a tool to improve the quality and efficiency of our work.
- Maintains the EventPro booking system to ensure events availability and appropriate scheduling.
- Assist with wedding sale inquiries and events sales tours.

Administration Tasks and Customer Support:

- Maintains detailed, accurate records in Salesforce – the customer relationship management database.
- Assists with EventPro booking system to ensure appropriate scheduling of events.

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Administration Tasks and Customer Support: (continued)

- Supports business development programs that help IslandWood achieve fiscal and organizational goals.
- Partners with the Event Sales team and other departments to ensure customer satisfaction, repeat customer cultivation, and create exceptional experiences for guests.
- Translates facilities use policy to ensure appropriate use of the facilities, making adjustments, as needed, to comply with laws and guidelines that dictate how our event business is delivered.
- Utilizes knowledge of facilities and site capabilities and restrictions to ensure that client expectations are achievable.

Required Qualifications:

- Minimum 1 – 2 years of experience coordinating events and/or project management experience.
- Excellent communication and interpersonal skills, with a customer service focus.
- Experience in engaging with diverse communities.
- Ability to take initiative and prioritize tasks; excellent time-management, problem-prevention, and problem-solving skills.
- Strong computer skills; proficiency with Microsoft Office.
- Ability to work on a variety of software, as trained; Salesforce and EventPro.
- Adaptable; capacity to cope with interruptions and changes.
- Demonstrate IslandWood's core values that enable teams and individuals to succeed with shared respect and purpose.
- Support IslandWood's strategic plan to expand our mission and impact, and commitment to mission, vision, values and goals of IslandWood.
- Commitment to support IslandWood's work towards social justice, equity, diversity and inclusion in the workplace.
- Must be able to comply with and maintain a drug-free work environment.
- Must pass child safety screening procedure; post-offer.

Application Requirements:

Please submit a cover letter, resume and two current references **OR** an [Application for Employment](#)

By email to: employment@islandwood.org and state "Search for Event Planner" in the subject line.

By mail to: IslandWood, Search for Event Planner, 4450 Blakely Avenue NE, Bainbridge Island, WA 98110

Notes: Application forms are available on our website at www.islandwood.org in English and Spanish.

Position Posted: 01 March 2021

Application Deadline: Open until filled

Start Date: April 2021

IslandWood is an Equal Opportunity Employer and welcomes applications from qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, pregnancy, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws.

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