



JOB OPPORTUNITY

We encourage diverse applicants because we believe having a staff that authentically reflects the community we serve, is critical to our ability to be culturally responsive.

Effective 01 June 2021, IslandWood will require all staff, volunteers, docents, interns, and graduate students to receive a COVID-19 vaccine and to provide proof of inoculation. This decision is intended to aid in the safety and health of all persons delivering and/or supporting program delivery, our clients, and students. Waivers are available for medical and religious exemptions.

Job Title:	Event Planner
Department:	Event Sales & Planning
Reports To:	Senior Event Sales & Planning Manager
Classification:	Full-time/Annual, Hourly/Non-exempt
Work Schedule:	Flexes with events; on Bainbridge Island Campus
Pay Range:	\$20.00 to \$22.00 per hour DOE
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 ensuring effective delivery of weddings, conferences, special events, retreats, meetings, community programs and all events services. The Planner works cross-departmentally to provide customers with an exceptional experience at IslandWood.

Key Responsibilities

Event Planning:

- Works with clients on event delivery details to determine best delivery of their event while adhering to IslandWood Standards and Procedures
- Maintain accurate and complete information in EventPro to ensure smooth and efficient delivery of the event in collaboration with all delivery teams.
- Maintains accurate and timely information in Salesforce CRM Database.
- Establish and maintain positive, professional working relationships with both clients and staff through effective, timely, and reliable communication.
- Utilizes knowledge of IslandWood facilities and site capabilities and restrictions to ensure that client expectations are achievable
- Translates facilities use policy using IslandWood's Event Planning Manual to ensure appropriate use of the campus for each event.
- Works with the events team and other departments to coordinate support core events functions before, during and after the event as required.
- Support general operations and emergency procedures required when guests are on site.

Administrative and Customer Service:

- Coordinates all details with clients to assure their event is successful; determines room setups, catering requirements, guest count, and lodging in a timely manner.
- Organizes welcome notes, signs, keys, registration forms, and marketing materials for all arrivals.
- Follow up with guests after events sending Thank You notes. Ensure customer satisfaction, repeat customer cultivation, and solicit feedback on what else could be offered to elevate the level of exceptional service.
- Responds to client questions on event delivery.
- Ensures accurate final billing through partnership with the sales and accounting teams.

Administration Responsibilities: (continued)

- Diligently updates event location details in EventPro system to ensure most up-to-date availability is captured
- Diligently updates event delivery files in shared public Microsoft Teams folders to ensure most up-to-date availability is captured
- Makes updates to estimate to ensure accurate final billing.
- Supports business development programs that help IslandWood achieve fiscal and organizational goals.

Required Qualifications:

- Minimum 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.

Preferred Qualifications:

- Ability to work on a variety of software, as trained; Salesforce, EventPro, Microsoft Teams, and Smart Draw.
- Adaptable; capacity to cope with interruptions and changes.
- Strong computer skills; proficiency with Microsoft Office.

General Expectations:

- 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](#)

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

Position Posted: 01 December 2021

Application Deadline: Open until filled

Start Date: 2021/2022

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.