



2108 Clark Avenue
Raleigh, NC 27605

Open Position: Venue Events Coordinator
Department: Venue Services
Reports To: Venue Sales Manager

York Properties is seeking a highly motivated, self-starting Events Coordinator to lead events at Union Hall (located inside Raleigh Union Station), one of downtown Raleigh's premier venues. The ideal candidate is detail-oriented, accurate, and efficient in managing day-to-day processes, thrives in a fast-paced environment, and maintains a calm, professional demeanor with clients even in challenging situations. This person is solution-oriented and focused on delivering a best-in-class guest experience by proactively anticipating needs, exceeding client expectations, collaborating with vendors on service excellence, and consistently ensuring that value is delivered to every client.

Client Relations and Marketing

- Identify client needs and provide tailored solutions to keep clients happy, creating opportunities for repeat business and/or referrals.
- Conduct venue tours. Provide detailed information about available options in line with venue guidelines.
- Run meetings with clients for post-venue tour follow-ups, vendor walkthroughs, and final walkthroughs.
- Experience with marketing platforms such as Instagram, showit, and more.

Process Management

- Ensure payment processes are accurate, secure, and efficient.
- Track and record contracts, payments, and event details.
- Coordinate with internal departments and external vendors to ensure proper event setup and services.
- Manage rental assets and supplies inventory under the guidance of the Venue Sales Manager.
- Inform Venue Sales Manager if any inventory has been damaged or needs replacement.
- Act as liaison between renter, Amtrak staff and facility tenants.
- Report event attendance, damages, and other updates to the Venue Sales Manager as needed.
- Provide venue supervision of events. Work events as needed. Nights and weekends required.



Event Operations & Logistics

- Serve as the primary contact for events leading up to and including the event day.
- Oversee the set-up, execution and breakdown activities of each event, making judgement calls as needed.
- Resolve issues promptly during events to ensure client satisfaction.

Other Responsibilities

- Incorporate environmentally sustainable practices in event operations.
- Participate in professional development opportunities to stay updated on industry best practices.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required for the position. All employees may have other duties assigned at any time.

Requirements:

- Prolonged periods of standing and walking.
- Must be able to lift and carry up to 30 pounds.
- Frequent bending and reaching for event setup.
- Ability to focus on detailed work, such as logistics and reviewing run of shows and multiple rental orders to confirm details all match.
- Ability to handle multiple projects at once.
- Ability to stay calm in the face of adversity.

EEOC: York is an equal opportunity employer and does not discriminate against any employee or applicant for employment. We encourage and foster diversity in the workplace.

All inquiries and interested applicants can reach out to: Rebecca Elgart (rebeccaelgart@yorkproperties.com).

