

## **Customer Service / Meetings & Event Services Coordinator**

Uniquely-DC, Destination Services

Gaithersburg, MD 20879

Email: [hroffice@uniquely-dc.com](mailto:hroffice@uniquely-dc.com)

**POSITION:** Destination Management Company DMC Office Coordinator /Meetings Assistant

**PRIMARY FUNCTION:** The Conference & Event Services coordinator will provide administrative support to the Uniquely-DC Destination Director as well as coordinate the complex scheduling and booking of a wide range of services for events, meetings, and conferences in Washington DC metro area hotels, convention centers and special event venues. You will be responsible for keeping the Conference and Event Services calendar and online services pages up to date as well as perform other office duties. Ensuring accurate and timely event scheduling and confirmations, generating weekly reports, and daily event distributions are required. This is a front line position which provides excellent customer service and professional communication on a continual basis.

**REQUIREMENTS:** Bachelor's degree or equivalent work experience; Minimum of 3 to 5 years of professional office administrative support; Ability to master technology quickly; Ability to work independently as well as in a team; Ability to work proficiently and accurately; Ability to work well and adapt quickly in a fast-paced changing environment, with deadline pressures.

Having a very good knowledge of Washington dc monuments, museums, venues etc. is a definite plus as we produce events throughout the DMV. Having your own reliable transportation will be very helpful in this position.

### **QUALIFICATIONS:**

Must be very detail oriented

Possess excellent communication skills and demonstrate a pleasant and professional manner when dealing with all clients

Possess excellent organizational skills

### **DUTIES:**

Receive, schedule, and confirm customer requests

Generate weekly reports for the Director

Maintain the Conference and Event Services featured events page

Prepare event registration pages in a timely manner and distribute weekly reports

Assign all events to the appropriate service team member

You will need good abilities in contract preparation and light accounting

Generate weekly event reports to Uniquely-DC (UDC) Staff, and Administrators

Act as the liaisons between the customer & the UDC staff assigned to events  
Prepare and distribute Daily/Weekly reports  
Update events calendar  
Provide administrative support to the Director (calendar, meeting agendas, agreements, tracking external events in Excel, etc.)  
Review event summaries for accuracy before filing  
Prepare and distribute event summary reports to UDC staff  
Interact, communicate, establish and maintain effective working relationships with convention bureaus, hotels across the DMV, vendors and the public at large  
Work in a front-line position with frequent interruptions and changes  
Assist UDC staff with maintaining files for all events  
Assist supervisor with special projects as directed  
Maintain the front office and ensure the office is adequately supplied with materials (paper, supplies, letter head, etc)  
Perform other duties as required or assigned.  
Strong phone skills are very important as you will be the first point of contact with our clients. Your warm personality and professional skills will be key to our continued growth.  
Strong MS Office applications experience: Word, Excel, PowerPoint, Outlook, etc.

Other Assets: (please note a response in your cover letter)

Do you have experience with social media?

Are you a good researcher and planner?

Are you a good negotiator with an eye for details?

Do you have a very good knowledge of Washington DC monuments, museums, venues, etc. (we produce events throughout the DMV)?

Abilities in contract preparation and light accounting

Do you have a creative flair?

You will be the first client contact with our company so your warm personality and professional skills will be key to our continued growth.

Qualified applicants should forward a cover letter and resume via email to

[HROffice@uniquely-dc.com](mailto:HROffice@uniquely-dc.com) (preferred) or mail to:

Uniquely-DC,

Human Resources Office

PO Box 34,

Brookeville, MD 20882

When responding via email please reference – DMC Office Coordinator - in the subject line.

Please submit documents in Rich Text (.txt) Word document (.doc) or Adobe Portable Document Format (.pdf).

**NO PHONE CALLS PLEASE.** Due to the high volume of resumes received, Uniquely DC will not be able to respond to inquiries regarding the status of your resume. If we

determine that your skills and experience match the position requirements, we will contact you to discuss the opportunity further.

Uniquely DC is an Equal Opportunity Employer