

JOB POSTING ANNOUNCEMENT

JOB TITLE: Event Operations Coordinator (Full time)
DEPARTMENT: Event Operations
TYPE: Non-Exempt (Hourly)
IMMEDIATE SUPERVISOR: Event Operations Manager

Who We Are:

100,000 members strong, the Professional Beauty Association (PBA) exists to elevate, unite and serve the beauty industry and the professionals who improve people's lives. PBA is a community led non-profit membership organization with members and a Board of Directors representing licensed professionals, salons, manufacturers, distributors, schools and students. PBA advances the professional beauty industry by providing our members with access to education and training to advance their careers and businesses. We are connected to key industry and government influencers to protect our members' professional rights. PBA also produces industry leading events such as Cosmoprof North America (CPNA) and the International Salon and Spa Expo (ISSE).

PBA is a stable, growing organization that provides a family oriented and collaborative team environment. PBA headquarters is conveniently located in North Scottsdale with easy access to major freeways. Relocation assistance is not available.

Position Summary:

PBA is seeking an Event Operations Coordinator to join the Event Operations team in producing trade shows, conferences and other industry events. This Coordinator will work independently to coordinate event logistics, manage housing blocks and place vendor audio visual orders for PBA events. This position will be responsible for assisting with event registration while providing exemplary customer service and will support the Events Operations team to execute the strategic objectives set in place each event. This position is full-time, Monday through Friday, 8-4pm. Travel is required (including some weekends) for our two annual trade shows in addition to industry events.

Core Responsibilities:

- Work collaboratively with every member of the Event Operations team to execute PBA events
- Work with housing vendor to manage hotel room blocks and assignments
- Coordinate event logistics and secure orders for A/V, staging, tables, chairs and electrical
- Prepare RFP's, handle site selection review and negotiate contracts for small meetings
- Assist with coordination and management of travel and hotel reservations for staff, speakers, and VIP's
- Assist with registration services/set-up and provide customer service support
- Work with event operations team on sponsorship fulfillment services
- Create and manage the staff schedule for association events
- Collaborate on innovative ideas and plans to elevate the association events
- Research and benchmark ways to improve processes
- Handle all other event, trade show, and meeting related duties as assigned

- Provide pre-show and onsite customer support for all attendees and exhibitors
- Be the liaison on some Board of Director events for travel and housing needs
- Stay apprised of association activities, policies, and services to respond to inquiries
- Manage special projects as identified
- Maintain working relationships with all contracted vendors to include registration, security, housing company, hotels, and exhibition services

Qualifications, Knowledge, Expertise:

- Bachelor's degree preferred
- 2-3 years' experience in event planning
- Extremely proficient in MS Office applications with focus in Excel, Word, and Outlook
- Familiarity with trade show management software (Expodad or A2Z) and/or registration systems
- Strong customer service and problem-solving skills
- Excellent time management, organizational, communication, proofreading and decision-making skills
- Organized, reliable and detail-oriented
- Must be able to work overtime prior to and during events and travel to events
- Ability to lift 50 pounds
- Must have a good attitude and ability to work in a friendly, fast-paced office environment
- Must operate with patience, understanding, diplomacy, optimism, common sense and the have the ability to deal effectively with a diversity of personalities, authorities, and cultures

Personality Profile:

- Enjoys building relationships and serving members
- Self-directed and motivated
- Flexible and adaptive
- Strong work ethic and intellectually curious

Benefits Package:

PBA offers a comprehensive benefits package including competitive base salary, annual incentive bonus, health, dental, vision, disability, group life & AD&D insurance coverage, ten paid holidays, paid time off starting at 12 days per year, paid maternity/paternity leave, and a 401k retirement plan with an employer paid match up to 3% of wages.

PBA is an equal opportunity employer. For consideration, please email resume and salary expectations to the Professional Beauty Association's General Manager of Events, Audra Jones at audra@probeauty.org. If you are out of the country, a recruiter, looking to do subcontracting, or have your own company, please do not respond to this post. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.

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