**Overview**
The Events Coordinator will provide support to the Site and/or Assistant Facility Managers and Events Manager where applicable with operational activities in events, vendor oversight and equipment and supplies. They will also provide assistance with maintenance and operations, accounting and finance, occupancy services and help desk as needed.

**Roles & Responsibilities**
Client Relationships

* Proactively develop and maintain client relationships ensuring that expected service levels are achieved.
* Comply with all requirements of the Client contract and meet or exceed Key Performance Indicators.
* Deliver an exceptional quality of service, as reflected by client feedback.

Service Delivery

* Coordinate site operations accordance with all agreed policies, procedures and contract scope.
* Identify opportunities for improved operation and service excellence, making recommendations for consideration.
* Create room reservations, arranging room setups, package and furniture deliveries, AV/VC/IT support, catering services, and guest services for all in-house events.
* Resolve event ticket requests in a timely manner.
* Coordinate and support logistics of large multifaceted events
* Provide information and direction to vendors, facilities staff and other service providers as required to ensure excellent coordination and execution of work, with minimal disruption.
* Conduct walk-throughs with clients for upcoming events/projects
* Assist in the procurement of vendors and services as required
* Coordinate the delivery of site amenities which may include: fitness, food services, massage, transportation, security and capital projects.
* Support space planning activity and when applicable, act as the site key point of contact.
* Provide the following services as may be applicable to the site: reception and guest support, new hire orientation, mail and courier services, office supplies and equipment maintenance, landlord relations and management of building access passes.
* Assist in carrying out safety and emergency response activities as directed.
* Follow established escalation procedures and incident reporting procedures.
* Maintain and update Standard Operating Procedures (SOPs) and emergency response documentation for the site as required.
* Update and maintain accurate records and official documentation for the site/s including web pages where applicable.
* Any other activities to support JLL and/or operations, including, but not limited to: moves/reconfigurations, safety or sustainability practices

Finance / Cost Control / Profitability

* Assist with operational reporting, budgeting, financial systems, purchasing as necessary.
* Identify and respond to any financial or budgeting related issues.
* Ensure prompt and accurate management of purchase orders in finance systems.
* Manage payments to Vendors where applicable, using available systems, complying with relevant policies and procedures.
* Seek ways to constantly reduce costs and improve operational standards.
* Ensure compliance within delegated financial and contractual authorities.

Leadership/Teamwork

* Actively support an environment of teamwork, co-operation, performance excellence and personal success.
* Participate in the individual performance management program, and personal development planning process.
* Act as an ambassador for JLL by behaving consistently with cultural and ethical requirements and participating in company activities.

**Qualifications/Experience/Personal Characteristics**

* Proficiency in a range of information technology tools and platforms.
* 1+ year prior experience in events, facilities/property management, hospitality or related field preferred
* Knowledge of local occupational health and safety requirements, critical facilities and vendor management for specialized services is advantageous
* Excellent communication, organization and problem solving skills.
* Ability to work independently with little supervision and effectively deal with stressful situations.
* Self-motivated; confident, energetic and flexible.

This position will report to the Events Manager and will be based in New York City.

Start a lasting career with JLL today! Total Rewards reflects JLL’s investment in employees’ needs and preferences in Career, Recognition, Well-being, Benefits and Pay. This role, Special Events Coordinator fits in our Career Map in the Business Support Band at the B3 Level. We offer a competitive salary and benefits package. To be considered, please visit our Web site at www.us.am.joneslanglasalle.com/UnitedStates/EN-US/Pages/Careers.aspx to apply online. All resumes MUST BE submitted via our web site. Please reference Job 21968 BR