

Position Description

Events Coordinator

Reports to

Events Team Leader

Business Area

Marketing & Communications

Position Purpose:

The position sits within the Marketing & Communications Department and ensures seamless event support service to the organisation for internal and external events.

Dimensions

Direct reports: no

Budget responsibility: no

Key Relationships

Internal:

- Events staff
- Board of Directors
- Other Pegasus staff as required

External:

- External training facilitators/agencies
- Meeting attendees
- Suppliers

Key Responsibilities

Event support

- Supporting internal and external events
- Using internal systems to edit and view event booking details
- Planning and multi-tasking when multiple meetings are occurring at once
- Set up and pack down logistics whilst maintaining correct cleaning standards
- Meeting and greeting attendees
- Technical support and troubleshooting for meeting rooms and AV equipment
- Professional set up of refreshments and catering
- Maintaining and issuing equipment as well as restocking
- Print, photocopy, collate, envelope and distribute documentation

Virtual meeting & technical support for Clinical Connect Programme

- Providing basic technical support for Zoom attendees
- Support instigated in person, by telephone, email or digital platform
- Problem solving any issues that arise
- Recording details and relevant trouble-shooting steps in appropriate platforms
- Following process and escalating when required

Customer service	<ul style="list-style-type: none"> • Excellence in customer satisfaction whilst maintaining a helpful and positive attitude • Build and maintain positive relationships with stakeholders • Dressing professionally and maintaining a professional manner • Respond quickly and efficiently to internal and external enquiries • Covering reception desk, answering telephone calls and handling queries when reception staff are away
Teamwork	<ul style="list-style-type: none"> • Be helpful, respectful, approachable and team oriented whilst building strong working relationships for a positive work environment • Involvement in team training and projects
Continuous Improvement	<ul style="list-style-type: none"> • Use initiative to solve problems effectively • Monitor and maintain quality service delivery • Work towards team improvement and goals • Self-motivation and upskilling as required • Openness to receiving feedback
Health and Safety	<ul style="list-style-type: none"> • Comply with responsibilities under the Health and Safety at Work Act 2015 • Fire Warden training • Securing and alarming the premises when required

The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time with the Team Leader subject to provision of appropriate training.

Qualifications and Technical Skills:

Essential

- Minimum of NZCEA 2 or equivalent
- Experience in Microsoft Office Suite in Word, PowerPoint, Excel, Outlook, SharePoint and OneDrive

Desirable

- Event diploma qualification

Experience:

Essential

- Strong organisational, time management and problem-solving experience

Desirable

- Event experience
- Knowledge of Teams/Zoom/Webinar technology and troubleshooting
- Customer service telephone experience

Personal Attributes:

- Strong customer service approach
- Ability to display a hardworking attitude, high levels of initiative plus a thorough and conscientious approach
- Ability to work co-operatively within a busy team environment is essential, as is a positive, solutions oriented and flexible outlook

- Strong organisational skills with the ability to establish priorities and meet deadlines whilst maintaining the highest levels of accuracy and confidentiality
 - Well-developed interpersonal skills, with the ability to quickly develop and maintain positive relationships across a wide range of groups
 - Displays a professional attitude with personal integrity
 - Familiar with health and safety requirements in relation to visitors
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Treaty of Waitangi

Pegasus Health is committed to Te Tiriti O Waitangi and the application of its principles and intent.

Our Purpose

That all people living in Canterbury lead healthy lives

Our Role

Together making Canterbury the best place to receive and provide primary care

Pegasus Values

Our values guide how we interact with people within and outside of Pegasus. Our people, purpose, values and culture ensure we work successfully with communities, partners and each other and make us Pegasus Health. **Manaakitanga** underpins everything we do.

- We are **inclusive** every voice is important to us
 - We act with **integrity** doing what is right
 - We **connect**, together we succeed
 - We **strive** for better everyday
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