

SEAT Planners Incorporated Job Description

Job Title: Operations Coordinator
FLSA Status: Part-time / Non-exempt
Pay Level: Hourly

SUMMARY JOB DESCRIPTION

Works on-site at conventions, meetings and events handling ground transportation logistics by instructing vehicle drivers, counting and loading passengers and providing information/customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Include the following. Other duties may be assigned.

- Is assigned to shifts based on availability and experience with event or group
- Acts as a route liaison for vehicle drivers and passengers
- Holds a sign or verbally expresses the location of transportation for passenger or meeting
- Acts as traffic control monitor to ensure safe and efficient flow of traffic
- Becomes familiar with corresponding schedules, routes, hotels, venues, convention center and/or airport
- Becomes familiar with signage, maps, drivers packets and route master sheets
- Ensures that drivers understand their assignments, maps and/or schedule
- Monitors the adherence to the schedule and acts accordingly
- Assists in coordinating scheduled driver breaks
- Gets to know drivers by name, working with them as a team member
- Assists passengers in reading and understanding the shuttle schedules
- Assists passengers with information on area attractions, restaurants and/or other information
- Keeps a log of passenger counts
- Is alert to general meeting activities in order to give assistance to passengers
- Is professionally and neatly attired at all times and adheres to uniform standards

EDUCATION AND/OR EXPERIENCE

- High school diploma or general education degree (GED) preferred.
- Prior work experience in the meetings and conventions industry not required however a plus.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

COMPETENCY

To perform the job successfully, an individual should demonstrate (at least) the following competencies:

- Interpersonal - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
- Team Work - Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Promotes a harassment-free environment Upholds organizational values.
- Organizational Support - Follows policies and procedures.
- Adaptability - Adapts to changes in the work environment.
- Attendance/Punctuality - Is consistently at work and on time.

PHYSICAL DEMANDS

The physical demands describe here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employee will be required to spend 100% of the job on-site. **While performing the on-site duties of this job, the employee is frequently required to stand, sit and talk or hear. The employee is frequently required to walk and use hands or arms to handle or carry. The employee must occasionally lift and/or move up to 60 pounds.**

WORK ENVIRONMENT

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employee will be required to spend 100% of the job on-site. **While performing the on-site duties of this job, the employee is frequently exposed to moving automobiles, fumes or airborne particles, and outside weather conditions. The noise level in the work environment is usually loud.**