



Event/Sales Administrative Assistant

1 Convention Center Plaza, Pine Bluff, AR 71603 | Hourly | Full-time

Job Summary:

The Sales/Event Assistant provides administrative, sales, and event support to help ensure the successful booking, planning, coordination, and execution of events. This position serves as a key point of contact for clients and assists with facility tours, event inquiries, contracts, scheduling, event preparation, and follow-up.

The ideal candidate is professional, organized, customer-service oriented, and able to manage multiple priorities in a fast-paced event environment. The position requires strong communication skills and the ability to work collaboratively with clients, vendors, staff, and community partners.

Special Duties and Responsibilities

- Assist with responding to telephone, email, website, and walk-in inquiries regarding facility rentals and events.
- Provide prospective clients with information regarding available event spaces, rental rates, policies, services, and amenities.
- Assist with scheduling and conducting facility tours for prospective clients.
- Support the Sales/Event team with developing proposals, rental agreements, event documents, and other client correspondence.
- Maintain accurate records of client inquiries, tentative bookings, confirmed events, contracts, deposits, and other required documentation.
- Assist with maintaining the facility's event calendar and ensuring event information is accurate and current.
- Communicate with clients before events to confirm event details, including room setup, attendance, schedules, equipment, catering, security, audiovisual needs, and other special requirements.
- Prepare and distribute event information and set-up requirements to appropriate departments and staff.
- Coordinate with operations, maintenance, housekeeping, security, audiovisual, accounting, and other departments to support successful events.
- Assist with event setup inspections to ensure rooms and event spaces are prepared according to client specifications.
- Provide on-site assistance during events as assigned and respond professionally to client needs or concerns.

- Assist with following up with clients after events to evaluate customer satisfaction and encourage repeat business.
- Maintain positive relationships with current and prospective clients, vendors, community organizations, businesses, and other partners.
- Assist with sales initiatives designed to generate new business and increase facility rentals.
- Conduct follow-up communications with prospective clients regarding outstanding proposals and potential bookings.
- Assist with preparing promotional materials, event information, social media content, and other marketing communications as needed.
- Maintain organized electronic and physical files related to events, contracts, clients, and sales activities.
- Assist with preparing sales and event activity reports for management.
- Provide general administrative support, including answering telephones, preparing correspondence, scheduling appointments, copying, filing, and data entry.
- Provide professional customer service and represent the facility positively at all times.
- Perform other related duties as assigned.

Knowledge, Skills, and Abilities

- Excellent verbal and written communication skills.
- Strong customer service and interpersonal skills.
- Ability to communicate professionally with clients, staff, vendors, and the general public.
- Strong organizational and time-management skills.
- Ability to manage multiple events, deadlines, and priorities simultaneously.
- Strong attention to detail and accuracy.
- Ability to work independently while also functioning effectively as part of a team.
- Ability to maintain confidentiality when handling client, financial, personnel, or organizational information.
- Proficiency with Microsoft Office, including Word, Excel, Outlook, and PowerPoint.
- Ability to learn event-management, scheduling, point-of-sale, and customer relationship management software.
- Basic understanding of sales, marketing, hospitality, or event coordination is preferred.

Education and Experience

Minimum Qualifications:

- High school diploma or equivalent required.
- Previous experience in customer service, administrative support, sales, hospitality, event planning, or a related area preferred.

Preferred Qualifications:

- Associate or bachelor's degree in hospitality management, Business Administration, Marketing, Communications, Event Management, or a related field.
- Experience working in a convention center, hotel, conference center, event venue, tourism organization, or hospitality environment.

Work Schedule

This position requires flexibility based on the facility's event schedule. The employee may be required to work evenings, weekends, holidays, and extended hours when events or operational needs require.

Physical Requirements

The position requires the ability to perform general office duties and move throughout the facility during tours and events. The employee may occasionally be required to stand or walk for extended periods and assist with light event-related materials and equipment.

Professional Expectations

The Sales/Event Assistant is expected to maintain a professional appearance and demeanor, provide exceptional customer service, communicate effectively, protect confidential information, and contribute to a positive and collaborative workplace environment.

The employee must demonstrate dependability, punctuality, professionalism, initiative, and a commitment to supporting the facility's successful operation and growth.

Deadline

The position will remain open until filled.

To Apply for This Position:

Download the Pine Bluff Convention Center Application from the Employment Opportunities page. If you are on a desktop browser, you can select the Add Text button on the top left of the window and add your information in its respective sections. When finished, select Save at the top right and Save to your computer. You can either utilize the Apply Here! Section at the bottom of the Employment Opportunities page or email to applications@pinebluff.com. You can also print the application, fill it out, and bring it by the offices Monday – Friday 8 AM – 5 PM.