

## Position Description



**Position:** Regional Showroom & Events Coordinator

**Department:** Sales and Marketing

**Reports To:** Strategic Brand Manager

**Date Prepared:** 02/2024

### Position Purpose:

The Regional Showroom & Events Coordinator is responsible for overall office management and upkeep, creating an exceptional customer experience, facilitating meetings and events, coordinating travel arrangements for the team, and providing support to the office team members. As a member of the Sales and Marketing team, the Regional Showroom & Events Coordinator will support the marketing and sales team on the execution of deliverables for business opportunities.

### Possible Growth Opportunities:

Marketing Coordinator

Client Services Coordinator

Project Manager

Sales Support Specialist

### Position Accountabilities & Performance Expectations:

Responsibilities include but are not limited to:

- Create the appropriate customer experience by greeting and directing all guests and incoming phone calls to the appropriate Pigott representative in a positive and timely manner.
- Help to create and facilitate corporate events calendar.
- Manage and support the internal and external meetings by scheduling and preparing meeting rooms and assisting with food, beverage, and other items as needed.
- Maintain general office upkeep and appearance by scheduling cleaning, plumbing, and carpet cleaning and addressing any other issues that occur.
- Order and maintain all office and hosting supplies for all locations.
- Assist with new hire onboarding by workstation set-up, ordering business cards, and other items as needed.
- Book travel arrangements for team members as needed.
- Manage FedEx, UPS, and US postage meter.
- Oversees incoming and outgoing correspondence, including emails, faxes, mail, and packages.
- Manage Swatch wall and design resource library, including ordering and replenishing for all locations.
- Update all company documents and information as needed.
- Manage expiring contracts.

- Responsible for overseeing the coordination and execution of tradeshows and various events.
- Will assist the Digital Marketing Coordinator with the development of social media content, email campaigns, and case studies.
- Assist other Showroom Coordinators with ordering supplies, showroom standards, and utilizing new marketing assets to enhance our showroom and customer experience.

### **Corporate Accountabilities & Performance Expectations:**

- Provide prompt, courteous, and exemplary service to all customers, both external and internal, following the corporate vision and core values of Pigott.
- Demonstrate courtesy and professionalism, consistently providing a timely response to every customer service inquiry.
- Support Pigott's commitment to quality by developing and maintaining position-specific procedures, process instructions, and/or forms to better serve the company and customers as necessary.
- Adhere to all guidelines as outlined in the *Pigott Team Member Handbook*.
- Accept responsibility for personal and professional development.
- Perform additional responsibilities at the request of the manager or the Pigott Leadership team.
- Demonstrate cooperation and teamwork in accomplishing the goals and objectives of the department.
- Adhere to Pigott corporate branding standards.
- Maintain confidentiality of business operations on behalf of Pigott and all clients.

### **Position Requirements:**

- BS or BA in Event Management, marketing, or equivalent combination of education and experience.
- Proficiency in using Excel, Word, and PowerPoint
- Excellent written and verbal communication skills; exceptional telephone technique and proofreading abilities.
- Ability to work independently prioritizing work while maintaining a high degree of accuracy.
- Strong organizational skills
- Capable of prioritizing and multitasking
- Ability to work the time necessary to complete projects and/or meet deadlines.

### **Position Demands**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

### **Additional Information**

Pigott is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Company will consider reasonable accommodations for qualified individuals with disabilities and encourage prospective team members and incumbents to discuss potential accommodations with the Company.