



CLIENT SUPPORT COORDINATOR

VENUES, TOURISM AND MAJOR EVENTS GROUP

WHY WE ARE HERE

We are a high-performance organisation with a clear purpose – **to improve the wellbeing of Hamiltonians**. Our people are at the heart of everything we do. We need players on our team who think differently, act with integrity and work together to deliver world-class outcomes for our community.

WHY THIS ROLE EXISTS

This position is in the H3 Technical Services Team, within Council's Venues, Tourism and Major Events group. H3's purpose is to attract and deliver exceptional event experiences showcasing Hamilton's event venues, Claudelands, FMG Stadium Waikato and Seddon Park. At the heart of Hamilton's events, H3 helps to shape a fun and thriving city with lots to do.

WHAT YOU WILL DO

Reporting to the Technical Services Manager you will be part of the Technical Services team providing technical event planning and coordination as well as client and sales support for events across H3 venues.

As an individual contributor you will deliver on outcomes that will enable us to achieve the H3 purpose to deliver exceptional event and venue experiences.

KEY OUTCOMES

Some of the **key outcomes** for this role include:

- Support the Technical Services Manager with event planning and quoting for various events across Claudelands Events Centre, FMG Stadium Waikato and Seddon Park.
- Liaise and maintain relationships with clients and other stakeholders as part of the event planning process.
- Support clients in achieving exceptional event outcomes by providing technical advice, concepts, and solutions.
- Understand event requirements, ensuring resources are sourced and available for the team to deliver exceptional venue and event experiences.
- Provide clients with timely, appropriate, and professional communication, both written and verbal.
- Accurate and timely completion of event data management tasks and production of required event documentation through Ungerboeck.
- Assist the Technical Services Manager with determining equipment purchases required to meet event and venue requirements.
- Assist with the effective implementation of the Technical Services game plan.
- Policies and processes are in place and are regularly reviewed, identifying, and implementing opportunities for improvement across the business.
- Active utilization and championing of H3's Event Business Management software to correctly support all event and venue activities.
- Support the delivery of a safe and healthy work environment where our people feel safe, valued, and trusted.
- Actively participate, comply, and engage in all health & safety activities, policies, and practices including Civil Defence.

HOW YOU WILL DO THIS

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

YOUR MINDSET, SKILLS KNOWLEDGE AND EXPERIENCE

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

At H3, we have three guiding principles being Tight Team, Dedicated Hosts and Best in Business. These align with Council's high-performance programme.

YOU BRING TO THE ROLE

- At least three years' experience of event production or coordination in a live performance, conference, exhibition, or sport venue environment.
- Basic knowledge of audio, lighting, and AV systems in the event venue environment.
- Attention to detail with an ability to collect, organize, analyze, and disseminate information with accuracy.
- Ability to work and communicate effectively with a diverse range of internal and external stakeholders while sustaining venue values and policies.
- Strong verbal, written and interpersonal communication skills.
- Ability to remain calm under pressure.
- Ability to effectively prioritise tasks and meet deadlines.
- Ability to operate independently, anticipate requirements and monitor workload.
- Full, clean Driver's License.
- A proven track record that aligns with H3's guiding principles.
- Self-awareness that mindset is the foundation of performance.