

PEs/Tours Account Coordinator

Purpose:

The PEs/Tours Account Coordinator is responsible for supporting the delivery of the stadium’s corporate and private events and tours, ensuring a seamless and high-quality experience for clients from planning through execution. The Coordinator manages day-to-day client coordination, liaises with internal teams to ensure operational excellence, and assists in maximizing client satisfaction and repeat business.

Key Responsibilities:

- Coordinate day-to-day client interactions for assigned private and corporate events and tours, ensuring a seamless and high-quality experience from planning through delivery.
- Act as the main point of contact for clients, providing clear communication, updates, and support throughout the event lifecycle.
- Work closely with internal teams, including operations, F&B, facilities, and sales, to ensure all event requirements are met efficiently and to a high standard.
- Support event planning and execution, including logistics, scheduling, resource allocation, and on-site coordination during events.
- Gather client feedback and communicate insights to relevant stakeholders to support continuous improvement in service and event delivery.
- Maintain accurate records of client interactions, event requirements, and post-event follow-ups within CRM and internal reporting systems.
- Assist in identifying opportunities to enhance client experiences and support repeat bookings for private events.
- Provide regular updates to the line manager on client engagement, event status, and operational issues.
- Represent the stadium professionally at client meetings, site visits, and industry or networking events when required.

| Experience Minimum Requirements | Education Minimum Requirements |
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| <ul style="list-style-type: none"> • 4 - 5 years of experience in sales focused on private events and customer relationships. | <ul style="list-style-type: none"> • High school, diploma or vocational training in sales and marketing. |