

POSITION DESCRIPTION**IDENTIFICATION**Position Title: **Coordinator Conferencing & Lodge Services**Position Number: **NEW**Section: **Estates & Infrastructure Services**Department: **Conferencing & Lodge**Location: **Laucala Campus**Band: **Level 1**Reports To: **Director E & I Services**Supervised by: **Manager Conferencing & Lodges****PURPOSE**

Coordinate day-to-day conferencing and lodge operations at the Fiji hub (Laucala), managing bookings, room turns, event delivery, lodge front-office/housekeeping liaison, and vendor service calls (catering/AV). Supervise two Fiji-based Officers and align daily operations with standards, SLAs, and weekly revenue/occupancy targets.

NATURE AND SCOPE

The Fiji hub is the highest-volume site and supports regional operations. The Coordinator ensures run-of-show execution, booking accuracy, roster planning, inventories (linen, amenities, banquet ware), cash/credit controls at point of sale, and prompt resolution of guest issues—working closely with Facilities teams for cleaning, waste, pest control and logistics.

KEY RESPONSIBILITIES AND PERFORMANCE INDICATORS**A. Venue Sales, Bookings & Event Delivery**

- Manage enquiries, holds, confirmations, run sheets, function orders, and AV checks; ensure on-time setups/turns and venue resets.

B. Lodge Front-Office

- Oversee check-in/out, reservations accuracy, cash handling/reconciliation, and room readiness in coordination with housekeeping via Facilities/contractors.

D. Vendor & Shared-Service Liaison

- Issue catering/AV/post-event cleaning orders; track SLA performance; escalate service risks.
- Coordinate with ITS services for AV and other equipment use. Outsourcing these as required.

E. Team Supervision (Fiji)

POSITION DESCRIPTION

- Roster and supervise two Officers; train on standards, customer service, AV basics, and H&S.

Quality, H&S & Compliance

- Daily checklists; incident logging; food safety interface with vendors; lost-and-found controls; cash/credit audit trails

Reporting

- Daily flash (bookings, occupancy), weekly KPI submissions, month-end reconciliations and commentary.

KEY RESULT AREAS

Metric	Target	Frequency
On-time event starts / room turns	≥ 98%	Daily/Monthly
Booking data accuracy (no-show/overbook errors)	≥ 99%	Monthly
Lodge occupancy vs. weekly target	≥ 95% of weekly target	Weekly
Housekeeping/lodge readiness score	≥ 90% audit score	Weekly/Monthly
Vendor SLA compliance (catering/AV/cleaning)	≥ 95%	Monthly
Helpdesk response (triage to action)	≤ 2 hours	Daily
Guest satisfaction (post-event/guest survey)	≥ 85% positive	Monthly
Cash/credit reconciliation exceptions	< 1%	Monthly
Reporting on time & accurate	100%	Weekly/Monthly

POSITION DIMENSIONS

Team: 2 x Officers (Fiji); dotted-line coordination with Samoa & RMI Officers for bookings data and SOP consistency.

Financial Authority: As delegated by the Manager; operational control of rosters, function orders, and day plans

POSITION DESCRIPTION

Internal Contacts	Purpose
Facilities & Venue Management, IT Services, OHS, Procurement, Finance, Campus Management, Marketing/Comms, Academic units (for internal events).	Conferencing and Lodge Management Services
External Contacts	Purpose
Clients, caterers, AV suppliers, travel & DMC partners, local authorities (fire, health), tourism partners.	Conferencing and Lodge Management Services

POSITION SPECIFICATION**Qualifications & Experience**

Degree in Hospitality/Event Management or related field; $\geq$ 3–5 years in hotels/events/venues; experience with rosters, vendors, and FOH/FO operations.
Strong coordination, stakeholder service, and digital booking/reporting skills.

Desirable: Pacific regional experience; knowledge of venue codes, food safety, and contracting

Skills

Commercial acumen (pricing, yield), vendor/contract management, event operations, customer experience design, digital booking & reporting tools, stakeholder engagement.

Personal Attributes

Service-driven, calm under pressure, detail-oriented, culturally adaptable, continuous improvement mindset.

Terms & Conditions / Position Environment

- Salary: Level 1
- Length of Contract: 3 years (renewable)
- Allowances and Benefits: As per USP policy

ACCEPTANCE

Name: _____

Staff ID: _____

Staff Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____