

# COOMBE

## YARRA VALLEY

Position Description	
Position Title	Events Assistant
Company	Coombe Yarra Valley (CYV)
Location	673-675 Maroondah Hwy Coldstream VIC 3770
Reports To	Events & Marketing Executive
FTE Equivalent:	Casual
Direct Reports	Nil
Prepared by: Georgia Callow Date: April 2017	

## Main Position Objective

Reporting to the Events & Marketing Executive this role is primarily responsible for assistance on event days including the coordination and execution of Weddings.

This position requires a planning orientation to prepare prioritised work schedules; a 'can do' attitude in relationship to the provision of responsive customer service. This position will require the ability to balance competing demands.

## Essential Duties and Job Responsibilities

*Functions, duties and responsibilities necessary to accomplish main job objective.*

- **Operational**

To respond to all general enquiries including phone calls and emails and ongoing communication with customers as required.

Assist with events and work with and alongside the team whilst overseeing the smooth running and successful completion of events, including but not limited to administration tasks and event set up.

Assist with the promotion of the CYV brand internally and externally and maintain a high level of familiarity with the story and legacy of Dame Nellie Melba.

- **Internal Relationships** - to liaise with the all employees to ensure the highest levels of cooperation and teamwork with front of house (including cellar-door) and back of house staff for all daily operations.

To foster open, honest and effective lines of communication with all departments of the company.

To act in a timely manner when requested to complete a task.

To at all times respect the trust and confidentiality of the position.

- **External Relationships** - to monitor all positive and negative customer feedback and enact changes as necessary. Keep abreast of current trends, promotions, styles and competitor activity.

To act as an ambassador for CYV at all times.

- **Occupational Health & Safety** – Maintain the standards of Occupational Health and Safety required by CYV at all times.

## Relevant Scope Measures

Sales, profit, company headcount, budget responsibility, etc

Number of direct reports: 0  
Number of indirect reports: 0  
Number of employees in company: 53  
Percentage of travel: 0%

## Principal skills, knowledge and personal attributes required

Lost ideal education, previous work experience and special skills (e.g. foreign language, computer programs) required.

Education Qualifications: NA  
Essential: NA  
Desirable:  
Experience working in events  
Experience in the Events  
Excellent communication skills  
Professional Presentation  
Experience working with media and industry professionals

This role will require a naturally energetic and flexible individual who is accustomed to working in a fast paced environment, and has proven capacity to work well under pressure, in a solo and small team setting. It will also require the capacity to deal effectively with multiple tasks and competing demands.

Customer service and interaction is paramount, administrative tasks are required to be completed efficiently and effectively. The role involves physical activity, hands-on involvement and may involve lifting and the ability to sustain a physically active role is important.

In this position you can expect the following physical demands required from you on the job;

- Standing, walking: 80 - 100% (continuous)
- Talking or listening: 90 - 100% (continuous)
- Sitting: 0 - 20% (intermittent)
- Lifting or carrying ←10kg, reaching: 10 - 50% (intermittent)

## Special Skills /Experience

Essential

Possess a strong customer focus with an overall commitment to the quality of the brand  
Coombe – The Melba Estate  
Exceptional food and wine knowledge of CYV  
Written, verbal, presentation, and interpersonal skills  
Ability to build successful relationships with key stakeholders

## Competencies Required

Customer focus  
Attention to detail  
Integrity and trust  
Time management  
Written communications  
Strong team player  
Flexible approach  
Proactive approach

## Organisational Structure – Reporting Relationships

List all people that the position interacts with internally by title and external by type.

### Internal

- CYV Management Team
- CYV Department Managers
- CYV Employees

### External

- Suppliers
- Customers
- Tourism Victoria
- Local Business