



Position: Conference Services & Community Manager

Location: Dallas, Texas

Organization Overview

Located between the Design District and the Southwestern Medical District in Dallas, Texas, Pegasus Park is a 23-acre, mixed-use office campus designed to bolster local biotech, social impact and corporate innovation. The repurposed development consists of more than 750,000 square feet across multiple buildings, including an 18-story office tower. Pegasus Park will open in 2021.

Convene Conference Center at [Pegasus Park](#) offers over 16,000 square feet of flexible function space for corporate meetings, conferences and social events.

Position Overview

Pegasus Park is hiring for a pre-opening **Conference Services & Community Manager** for the Convene Conference Center. Convene represents the overarching gathering activities at Pegasus and will include planning and managing event services for external parties, planning community events, and overseeing conference room services.

The Conference Services & Community Manager reports to the Senior Property Manager and works closely with various staff at Pegasus Park, especially those in campus programming, catering, and facilities roles, to ensure the creation of a cohesive community.

The Conference Services & Community Manager will serve as the manager of both the in-person Convening services and the virtual Convening system, which will be a community technical platform with conference room booking integrated into it. This is a highly-visible role, which demands extensive customer service skills, a high level of professionalism and willingness to handle all planning and administrative details of Convene external customer and tenant engagement (external and internal) and execution of meetings and events taking place at Convene/Pegasus Park Campus.

A critical part of this role will be to assist the building management team in integrating the community management technical platform on campus. This software will serve as the virtual Convening location for tenants to see community events, network with one another, and to book conference rooms. The Manager will oversee the implementation and day-to-day management of this virtual community.

In addition to being the virtual community manager, this role will manage the day-to-day running of the in-person Convene space, and work to meet the conference center's financial performance goals.

The expectation is for the Conference Services & Community Manager to work with the other Program Coordinators at Pegasus Park to ensure community alignment.

Responsibilities:

Technical Platform/Virtual Management

- Act as the primary point of contact for Convene meeting and event bookings, ensuring a level of service that exceeds client expectations.
- Assist in the selection process of an online community technical platform and/or conference room booking system to ensure a seamless experience in virtual tenant engagement and booking conference room reservations.
- Oversee the overarching virtual community software which will contain the booking platform, community events calendar, and networking capabilities.

Event/Conference Space Booking & Operations

- Act as the primary point of contact for all Pegasus event and conference room booking from both Pegasus tenants and external parties.
- Manage community event planning, scheduling and hosting at Pegasus including securing necessary rental furniture on an as needed basis.
- Work with all interested parties looking to host an event at Pegasus and coordinate with management, food services, security, and other on campus stakeholders.
- Be creative and propose community events for Pegasus to host for its tenants, such as holiday events, coffee chats, yoga in the courtyard, happy hours and more!

Conference Room Management

- Coordinate conference room booking requests and communicate when necessary with appropriate internal support staff such as building maintenance and food service to ensure appropriate planning and execution for customer's meeting needs.
- Perform relevant pre-function activities such as onsite tours, coordinate menu planning and tasting with catering staff, provide booking estimates, visitor parking and security information, liaise when necessary with preferred and exclusive vendors, and ensure necessary setup and tear down of conference facilities.
- Be an ambassador of the Pegasus Park campus culture and greet and welcome Convene guests.
- Learn basic operating and troubleshooting functions for A/V equipment and assist clients with technology and A/V requirements. Liaise when necessary with preferred IT vendor.
- Ensure that all meeting rooms and public areas of the conference center are maintained to the highest level of professional appearance and that all meeting requirements are met prior to the meeting start time. Address directly or work with janitorial staff to maintain the cleanliness of the conference center.
- Act in a sales and business development role for Convene by responding to inquiries from prospective customers and working with Pegasus Park staff to design and execute creative marketing strategies to meet booking goals.
- Advise on establishing, maintaining and updating standard operating procedures and guidelines to facilitate the smooth operation of Convene.

Building and Operations Management

- Act as liaison with accounting/finance department regarding any questions or issues with conference center fees and/or payments.
- Attend regular Pegasus Park staff meetings working closely with the Program Coordinators across campus to inspire a sense of community.
- Work on special projects and administrative duties as assigned by the Senior Property Manager.
- Perform other assigned tasks as needed.

Qualifications & Experience Needed:

- Bachelor's degree or equivalent industry experience in coworking space management, conference center management, meeting planning, hospitality management, or customer service.
- Must be a self-starter with strong organizational skills with the ability to manage multiple tasks and deadlines simultaneously - attention to detail and follow-through is critical.
- Excellent computer skills, including Microsoft Office Suite and a quick learner of new software.
- Excellent interpersonal skills to manage interaction with all levels of internal staff and outside contacts.
- Experience with room booking software.
- Flexible schedule to accommodate occasional early morning, evening, and weekend events.
- Ability to be able to lift up to 50 lbs.
- Ability to stand, bend, and move around during your shift.

Job Type: Full-time

To Apply: Interested candidates should submit a resume via email to jobs@pegasuspark.com.

Pegasus Park, LLC is an Equal Opportunity Employer