

## **Program Coordinator**

### **Hensley Event Resources (HER)**

**Location:** Brisbane, CA

**Job Type:** Full-Time

**Pay:** \$[22.00–25.00] per hour

### **About Hensley Event Resources**

Hensley Event Resources is a full-service event rental and production company serving events throughout the San Francisco Bay Area and beyond. Our team works together to bring events to life through exceptional service, thoughtful planning, detailed coordination, and high-quality event rentals.

We are looking for a motivated and highly organized **Program Coordinator** to join our Sales team. This position is ideal for someone who thrives in a fast-paced environment, enjoys working with both clients and internal teams, and takes pride in keeping the details organized from the beginning of an order through completion.

### **Position Summary**

The Program Coordinator plays an important role in supporting our Account Managers and Sales team throughout the event planning and order process.

This position assists with client communication, proposals and order updates, payment collection, product and inventory coordination, internal communication, showroom appointments, will-call orders, and overall order accuracy.

As knowledge and experience grow, the Program Coordinator will also take the lead on smaller orders and client requests independently.

This is a hands-on position that requires strong communication, attention to detail, follow-through, critical thinking, and the ability to manage multiple priorities at once.

### **Key Responsibilities**

- Provide day-to-day administrative and operational support to assigned Account Managers.
- Respond to client emails, phone calls, and requests in a professional and timely manner.
- Create, update, and maintain accurate event orders, proposals, and client information within our event rental management system.

- Assist with rental selections, quantities, product availability, pricing, delivery information, and order revisions.
- Ensure client requests and order changes are accurately documented and communicated to the appropriate departments.
- Assist with converting confirmed orders and ensuring required documentation and information are complete.
- Collect and process client payments according to company policies and required payment deadlines.
- Proactively follow up with clients regarding outstanding information, approvals, signatures, payments, or other items needed to move an order forward.
- Review orders for accuracy and identify missing information or potential issues before they impact the event.
- Coordinate with internal departments including Sales, Operations, Dispatch, Warehouse, CAD, Furnishings, Tenting, and Accounting as needed.
- Communicate last-minute additions, changes, cancellations, and special requests to the appropriate teams.
- Assist clients with showroom appointments, walk-in inquiries, and rental selections.
- Coordinate and assist with will-call orders and smaller rental orders.
- Take ownership of smaller events and orders as experience and product knowledge develop.
- Maintain organized records, notes, correspondence, and documentation related to assigned accounts and events.
- Monitor upcoming events and proactively identify tasks, deadlines, or missing information.
- Assist Account Managers in keeping their event pipelines and orders organized and moving forward.
- Participate in team meetings, product training, and ongoing professional development.
- Provide additional Sales and administrative support as business needs require.

## **What We're Looking For**

The ideal candidate is someone who takes initiative. You are comfortable asking questions, finding answers, following up, and identifying what needs to happen next.

You will be successful in this role if you are:

- Highly organized with strong attention to detail.
- Able to manage multiple events, deadlines, and priorities simultaneously.
- A strong written and verbal communicator.
- Comfortable speaking with clients by phone, email, and in person.
- Professional, dependable, and responsive.
- Proactive and willing to take ownership of assigned responsibilities.
- A critical thinker who can recognize potential problems and work toward solutions.
- Comfortable working in a fast-paced environment where priorities can change quickly.
- Able to work collaboratively across multiple departments.
- Willing to learn an extensive rental inventory and develop strong product knowledge.
- Comfortable learning new software and technology.
- Able to receive feedback and apply it to continued growth.

## **Qualifications**

- High school diploma or equivalent required.
- Associate's or bachelor's degree in Hospitality, Event Management, Business, Communications, or a related field is a plus.
- 1+ year of experience in customer service, hospitality, events, sales support, administrative coordination, or a related role preferred.
- Event rental, catering, hospitality, venue, or event production experience is a plus.
- Strong computer skills and ability to learn new software quickly.
- Experience with Google Workspace or similar business applications preferred.
- Experience with event rental or CRM software is a plus but not required.

## **Schedule & Work Environment**

- Full-time position.
- Monday through Friday with occasional additional hours based on business and event needs.
- **Saturday shifts are required on a rotating basis, with a minimum of one Saturday shift per month.**
- This position works closely with Sales, Operations, Warehouse, and other internal teams in a fast-paced event environment.

## **Growth Opportunity**

We believe in developing team members from within.

A successful Program Coordinator will progressively build knowledge of our products, systems, processes, and client relationships. As proficiency develops, the employee will be given greater responsibility for managing smaller orders and events independently and may have opportunities to advance into additional Sales or Account Management responsibilities.

## **Why Join HER?**

At Hensley Event Resources, no two days are exactly alike. You'll have the opportunity to work behind the scenes on a wide range of events while developing valuable experience in event planning, rentals, logistics, sales, and client service.

We're looking for someone who wants to learn, contribute, take ownership, and grow with our team.

**Hensley Event Resources is an Equal Opportunity Employer. We value diversity and are committed to creating an inclusive workplace for all employees.**

For any inquiries and interest in applying, please reach Athena, [athena@hensleyeventresources.com](mailto:athena@hensleyeventresources.com)