

Functions coordinator Job Description

A free job description template for the Clubs industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This functions coordinator job description template is designed to reflect Australian workplace standards and club industry practices at the time of publication. Confirm the applicable modern award for your club and ensure compliance with all relevant employment and liquor-licensing laws.

1. Position overview

A club functions coordinator sells, plans and runs member functions and events — from weddings and wakes to member nights, corporate bookings and community events. They liaise with clients, prepare quotes and run sheets, coordinate catering, bar and staffing, and make sure each event runs smoothly on the day. The role blends sales and administration with hands-on event coordination.

In Australia, functions coordinators are covered by the Registered and Licensed Clubs Award 2020 (MA000058), typically classified in the clerical/administration or food and beverage stream around Level 3 to Level 5 depending on the sales, budget and coordination responsibilities involved.

This template provides a foundation for creating clear, compliant job descriptions that attract capable event coordinators while setting appropriate expectations for the role. Once hired, help them coordinate event staffing with rostering software.

2. Key responsibilities

Event sales and enquiries

Responding to function enquiries, showing clients the venue, preparing quotes and packages, and converting bookings to grow function revenue.

Event planning

Planning each function in detail — menus, beverages, room set-up, audiovisual, timings and run sheets — and confirming arrangements with the client.

Coordination across departments

Coordinating catering, bar, gaming, cleaning and staffing so kitchen, bar and floor teams are briefed and resourced for each event.

Staffing and rostering support

Working with managers to roster the right number of qualified staff for each function, including RSA-certified bar and floor staff.

On-the-day delivery

Being the point of contact during functions, managing set-up and pack-down, solving problems quickly and ensuring a great experience for guests.

Administration and follow-up

Managing bookings, contracts, deposits, invoicing and post-event feedback, and keeping the functions calendar and records up to date.

3. Skills and attributes

- Client relationships: Warm, professional relationship-building with clients and members from first enquiry through to follow-up.
- Organisation: Excellent planning and attention to detail to manage multiple functions and run sheets at once.
- Sales ability: Confidence selling function packages and upselling to grow event revenue for the club.
- Communication: Clear communication with clients and with kitchen, bar and floor teams to keep everyone aligned.
- Problem solving: Calm, practical problem-solving when plans change on the day of an event.
- Budgeting: Accurate quoting, invoicing and cost control to keep functions profitable.

4. Qualifications and requirements

The qualifications for functions coordinator positions combine event and administration experience with licensing awareness. Some requirements are mandatory, while others are preferred or desirable.

- Working rights (required) — Eligibility to work in Australia
- Responsible Service of Alcohol (RSA) (required) — Usually required as functions involve serving or overseeing alcohol service
- Events or hospitality experience (required) — Experience coordinating events, functions or hospitality operations
- Computer and admin skills (required) — Confidence with booking systems, email, spreadsheets and run sheets
- Events or hospitality qualification — A qualification in event management or hospitality is advantageous but not essential
- Driver's licence — Useful for meeting clients and sourcing suppliers where required

5. Working conditions

- Mix of office-based planning and hands-on event delivery
- Evening, weekend and public-holiday work when functions are held
- Extended time on your feet during set-up, service and pack-down
- Managing several functions and deadlines at once
- Coordination with kitchen, bar, gaming and cleaning teams
- Compliance with liquor-licensing and responsible-service obligations at events

6. Award information

Registered and licensed clubs award 2020

Most functions coordinator positions in Australian clubs are covered by the Registered and Licensed Clubs Award 2020 (MA000058). This modern award sets minimum pay rates, penalty rates, allowances and conditions for club staff across the clerical/administration, food and beverage and other streams. View current Clubs Award pay rates.

The award uses a shared Introductory + Level 1–5+ structure. A functions coordinator typically sits around Level 3 to Level 5 in the clerical/administration or food and beverage stream, depending on sales, budget and coordination responsibilities. Casual employees receive a 25% loading on ordinary hours. Use award interpretation software to calculate pay accurately.

Penalty rates and allowances

Under MA000058, penalty rates apply for weekend and public-holiday work: Saturday is paid at 150%, Sunday at 175% and public holidays at 250% — relevant because many functions run on weekends. The 25% casual loading is not stacked on top of weekend or public-holiday penalties. Evening and late-night loadings apply for Monday–Friday work between 7pm and midnight, and midnight to 7am.

A broken-shift allowance and meal allowance may apply. Confirm the current rates and allowances that apply to your club, and check whether an enterprise agreement applies in place of the award.

7. Frequently asked questions

About the role

Q: What does a club functions coordinator do?

A club functions coordinator sells, plans and runs member functions and events — weddings, wakes, member nights, corporate bookings and community events. They handle enquiries and quotes, plan menus, beverages, set-up and run sheets, coordinate catering, bar and staffing, and manage each function on the day. They also handle bookings, contracts, invoicing and follow-up, blending sales and administration with hands-on event delivery.

Q: What award covers club functions coordinators in Australia?

Most club functions coordinators are covered by the Registered and Licensed Clubs Award 2020 (MA000058), usually in the clerical/administration or food and beverage stream. Pubs and hotels are usually covered by the Hospitality Award instead. Some clubs operate under an enterprise agreement — always confirm which instrument applies.

Q: What classification level should I use for a functions coordinator?

Under the Clubs Award, functions coordinators are typically classified around Level 3 to Level 5 in the clerical/administration or food and beverage stream, depending on the sales, budget and coordination responsibilities involved. The award uses a shared Introductory + Level 1–5+ structure. See our Clubs Award pay rates guide for current rates at each level.

Q: Do I need to include pay rates in a job description?

It's not legally required, but including indicative pay rates or a salary range can attract more applicants and set clear expectations. You can reference the applicable award level or note that penalties apply for weekend and evening event work. Check the current Clubs Award rates for guidance.

Qualifications

Q: What qualifications does a functions coordinator need?

A functions coordinator typically needs working rights in Australia, a current RSA certificate (as functions involve alcohol service), events or hospitality experience, and solid computer and administration skills for booking systems and run sheets. An event-management or hospitality qualification is advantageous but not essential. Confirm the RSA requirement for your state and whether any qualification is essential or preferred.

Q: Do functions coordinators need an RSA certificate?

In most clubs, yes — because functions involve serving or overseeing the service of alcohol, a current Responsible Service of Alcohol (RSA) certificate is usually required. Confirm the requirement for your state and keep records of expiry dates, especially if the coordinator also works on the floor during events.

Q: Can I hire a functions coordinator without event experience?

It's possible for smaller functions programs, but most clubs prefer some events or hospitality experience because the role combines sales, planning and on-the-day delivery under time pressure. If hiring someone newer to events, look for strong organisation, communication and customer-service skills, and provide structured training and templates for run sheets and quotes.

Q: What qualifications should I require vs prefer for a functions coordinator?

Mandatory requirements usually include working rights, a current RSA, events or hospitality experience and good administration skills. Preferred qualifications include an event-management or hospitality qualification and a driver's licence for client meetings. Being clear about essential vs desirable requirements helps you attract capable coordinators without narrowing the pool unnecessarily.

Employment

Q: Should I hire a casual or permanent functions coordinator?

This depends on how busy your functions program is. A permanent part-time or full-time coordinator suits clubs with regular events and sales targets, giving continuity for client relationships. Casual coordinators offer flexibility for seasonal peaks but attract a 25% casual loading on ordinary hours under the Clubs Award. Many clubs use a permanent coordinator supported by casual event staff.

Q: What penalty rates apply to functions coordinators?

Under the Clubs Award (MA000058), Saturday work is paid at 150%, Sunday at 175% and public holidays at 250% — relevant because many functions run on weekends. The 25% casual loading is not stacked on top of these penalties, and evening and late-night loadings apply Monday–Friday. Use award interpretation software to calculate rates accurately for event shifts.

Q: What should I include in a functions coordinator employment contract?

Key elements include: position title and classification level and stream, employment type, remuneration and any sales incentives, reporting structure, main duties across sales, planning and delivery, and required certifications such as RSA. Note the evening and weekend work involved in events. Use our digital employment contracts to simplify this process.

Rostering

Q: How do I roster staff for club functions?

Work from each event's run sheet to determine how many bar, floor and kitchen staff are needed, then roster qualified staff — including RSA-certified bar and floor staff — against the function times. Use rosters software to build event rosters, see live wage costs against the function budget and notify staff instantly. See our guide on how to roster club staff.

Q: How does a functions coordinator work with the roster?

The functions coordinator confirms staffing needs for each event and works with managers to roster the right people. Rostering software makes this collaborative — the coordinator can flag event requirements and managers can staff them against live labour budgets, avoiding both under-staffing that hurts service and over-staffing that erodes function margins.

Q: How far in advance should function rosters be published?

Award and agreement rosters rules vary, so confirm the notice period that applies to your club. As a general practice, publishing event rosters at least 7 days in advance — earlier for large functions — gives staff visibility and improves attendance. Using rosters software helps ensure compliance and reduces last-minute changes.

Q: How do I make sure event staff hold current RSA certificates?

Use HR software to store staff RSA certificates and receive reminders before they expire, and rosters tools that prevent scheduling a staff member with a lapsed certificate onto a function. This keeps your events compliant with liquor-licensing obligations without manual checking each time.