

Job Description

Job Title:	Contest and Events Coordinator
Department:	Centre for Education in Mathematics and Computing (CEMC)
Reports To:	Events and Marketing Manager
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	April 1, 2019

Primary Purpose

The position is responsible for executing the logistical details of CEMC contests and events in support of the departmental strategic outreach goals and objectives, collaborating closely with CEMC faculty and staff. These activities include Mathematics and Computer Science contests, contest creation and marking events, student workshops, teacher conferences and many face-to-face and online outreach activities.

The Contest and Events Coordinator will assist in the production and distribution of CEMC marketing materials and maintain brand cohesion with French and English translation support.

Key Accountabilities

Contest Coordination

- Coordinate annual contest product supply inventory, tracking materials usage with external shipping partners and keep on top of contest orders to pro-actively anticipate supply demands to ensure content is available to meet shipping timelines
- Coordinate the preparation of contest booklet and solution proofs with external printers, including quoting and tracking delivery to meet tight deadlines
- Coordinate and execute shipping logistics of contest material
- Proficiently use desktop shipping system and provide necessary documents to fulfill domestic courier and international customs requirements to meet established contest deadlines and make alternate arrangements as needed to ensure timelines are met
- Independently deal with customer issues and last-minute details
- Open and record receipt of contest answer sheets or booklets
- Resolve issues as appropriate or bring issues forward to others in CEMC
- Enter late contest orders into the contest registration system
- Ensure consistency in all contest operations
- Train all staff, co-ops and volunteers assisting with the contest processing events

Events Logistics Administration

- Coordinate on- and off-campus resources for meetings, workshops and conferences including travel, accommodation, room bookings, meals and other administrative tasks
- Assume some responsibility for direction and administrative day-to-day operations before, during and after events
- Assist in the coordination of CEMC outreach activities including student awards and recognition activities (on campus events, medals, plaques, prizes, etc.) and provide input to the CEMC calendar of events
- Assist in the promotion and advertising of CEMC contests, outreach events and other activities ensuring a consistent approach for the CEMC to utilize in its marketing and communication strategy

Translate mathematical and other materials from English to French

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- Proof read documents in French and English
- Prepare French translations of material posted to the CEMC website

Communication and Client Support

- Positive first point of contact for all events clients via the general email, in-person and telephone enquiries or complaints
- Skillful problem-solving in a fast-paced environment to ensure seamless customer service experience with continued analysis of customer service levels to exceed expectations
- Provide guidance and support to managers for contest and events customer service enquiries
- Maintain a database and filing system of vendors, suppliers, venues with up-to-date details of contact information, communications and documenting any issues related to clients for CEMC staff and faculty to access

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- High school diploma or equivalent; college level business course would be an asset
- Fluent in both English and French
- French translation certificate or diploma would be an asset

Experience

- 5+ years customer service and client relations experience
- 2-3 years outreach activities and/or events coordination experience

Knowledge/Skills/Abilities

- Excellent communication skills in English and French
- Proven experience translating documents from English to French and French to English
- Ability to respond to customer and internal and external partner needs in a timely, professional and courteous manner
- Intermediate experience with web-based order management systems
- Intermediate experience with web-based shipping systems
- Intermediate experience with Microsoft Word and Excel
- Intermediate experience with database and other software packages
- Attention to detail

Nature and Scope

- **Contacts:** Internal – Review issues or problems with CEMC staff, faculty and co-op students, working collaboratively with internal groups for the coordination of CEMC events, contests and outreach activities. Work collaboratively with internal CEMC groups to provide marketing materials translation support from English to French. External – Coordinate with graphics, printing, shipping, accommodations, catering and other service departments on- and off-campus. Large breadth of interaction with external clients such as students, teachers, community members and stakeholders.
- **Level of Responsibility:** The job has specialized work with minimal supervision and provides information on CEMC activities to others, including guidance to casual and temporary (co-op) staff. The job will require strong abilities to plan and coordinate on multiple levels simultaneously to ensure

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success. Tact, understanding and excellent awareness of CEMC policies and procedures are required when dealing with our many external clients and stakeholders.

- **Decision-Making Authority:** Independently resolve specific issues brought forward by CEMC customers. Decides on inventory purchase numbers and pre-planned contest schedule in consultation with the Administrative Officer, CEMC. Determines task priority in a multi-tasking, deadline-driven environment.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Occasional travel may be required. Regular working hours with some evenings or weekend work as required – flex time option available as needed. No significant physical risks – occasional lifting of boxes for inventory and shipping; help available when needed. No significant psychological risks – occasional interactions with clients that may be difficult.