

Job Description

Job Title:	Events Coordinator
Department:	Athletics & Recreation
Reports To:	Senior Manager, Facilities and Events
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	September 2019

Primary Purpose

The Events Coordinator is accountable to the Senior Manager, Facilities and Events, for the delivery of athletic event operations within the University's athletic and recreation facilities. Working with the PAC & CIF Building Coordinators and Arena Manager, the position will support the building operations as the expert for league and conference athletic competitions, external groups and campus events that involve non-UW stakeholders including visiting teams, officials and/or guests.

This includes leading and supporting planning, logistics, risk management and staffing of all special events including the event execution and teardown. This position is responsible for oversight of a student staff team of 20 that support these events through all aspects of the experience at the University of Waterloo.

Key Accountabilities

Event Staging

- Executes the department, conference and league requirements for athletic event-hosting within University of Waterloo spaces for all competition including exhibition, regular season and playoffs.
 - Regular season sporting events include but aren't limited to the following OUA G1 and G2 sports of soccer, football, rugby, field hockey, basketball, hockey, volleyball and cross country.
- Support execution of athletic events for external rentals within University of Waterloo spaces providing for a positive experience.
- Coordinates with other departmental units including interuniversity coaches and staff, marketing and facility to understand adjustments setups.
- Troubleshoot issues that arise that disrupt or could competition with officials and teams and provide feedback to facility team for repairs and adjustments.
- Ensures crowd experience is positive with oversight of signage, spectator flows, ticketing and departmental partners and vendors.
- Track event performances and identify key areas for future considerations.

Student Development and Leadership

- Hire, train, schedule and evaluate a team of students responsible for the event staffing for the University's athletic & recreation facilities.
- Monitor and manage work load of student staff.
- Maintain an inclusive work atmosphere and a positive team culture.
- Create a developmental program allowing event staff to progress into student leadership roles.

Managing Event Budget, Equipment and Supplies

- Assist in developing and adhering to an event student staffing budget that includes staff training and development, and event operations

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- Closely monitor athletic equipment conditions and make recommendations for maintenance or purchases.
- Oversee safe and proper equipment usage and storage.
- Ensure availability and correct storage of all event related supplies, make recommendations for purchases.

Risk Management

- Develop effective Emergency Action Plans' (EAP) for departmental events with special consideration to location, scope, spectator type and staffing.
- Work in collaboration with Building Coordinators to ensure patron and staff safety.
- Execution of EAPs including supporting Athletic Therapy staff for any injuries on field or within the crowd.
- Train student staff to effectively execute assigned tasks in the event of an emergency.
- Provide recommendations to mitigating risk, including monitoring equipment conditions.

**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

- Undergraduate University Degree, Recreation and Leisure, Business Administration or a related discipline
- Equivalent combination of education and/or experience will be considered

Experience

- 3 years of experience working within an athletic facility or athletic event operations, preferably within a University environment

Knowledge/Skills/Abilities

- Valid Standard First Aid & CPR- C
- Valid Driver's License (for operating a gator utility vehicle)
- Certified to operate a skyjack (CSA Standard CAN3-B354.2/3-M82)
- Ice maintenance and equipment operations
- OUA hosting policies and procedures
- Familiarity with sport specific rules (FIBA, OHL, CFL) to support minor officials
- Familiarity with scheduling software such as Fusion
- Familiarity with ticketing or capacity management software such as UniversityTickets
- Demonstrated ability to work co-operatively in a tightly knit team of full and part-time staff with varied missions.
- Ability to solve problems and deal with upset customers with diplomacy and tact
- Ability to adapt within a fast paced and changing environment

Nature and Scope

- **Contacts:** Builds strong relationship with students, spectators, officials and participants of special events. Works collaboratively with departmental staff, WUSA, GSA, Central Stores, Plant Operations, Campus Police and other partners to effectively coordinate events and enrich the student experience.

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- **Level of Responsibility:** This position is responsible for leading all aspects of events including student staff hiring and development, monitoring equipment usage and condition, obtaining meeting event supplies requests.
 - **Decision-Making Authority:** This position is the point of contact for student staff, coaches, game officials and participants of varsity events. They will hire, train and monitor the students and will provide leadership throughout the events. This position is also the point of contact for any departmental event and has great influence over event planning and executing.
 - **Physical and Sensory Demands:** This role will primarily be in an office setting with an expectation of being present at majority of events. There will be minimal to moderate physical demands required when executing events
 - **Working Environment:** This position is expected to be present at the majority of events which are on the evenings and weekends. This will present stress due to work hours.