

Job Description

Job Title:	Events Coordinator and Technical/Web Specialist
Department:	Statistics and Actuarial Science
Reports To:	Administrative Officer
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	August 2019

Primary Purpose

The Events Coordinator will work collaboratively with the Administrative Officer, the Assistant to the Chair and other Faculty and Staff member to ensure successful delivery of high quality events for the department. The incumbent will be responsible for planning, coordination, marketing, communication and logistics for department events. In the capacity of Technical/Web Specialist and Administrative Coordinator for the incumbent will provide day to day administration and maintenance of the Department's main public web site and internal web site including research sites adhering to the university's web strategy and policies. The incumbent is also responsible for maintaining the structure and user permissions on the Department's SharePoint Site, and is the first point of contact for department members requiring technical assistance and is the primary liaison with MFCF.

Key Accountabilities

Event Marketing, Communication and Planning including but not limited to:

- Developing the annual strategic plan for a roster of events that support the strategic and academic objectives of the department, including two annual large-scale conferences
- Administering significant event budgets (some events up to \$50,000 each)
- Managing supplier relationships to ensure quality, budget and delivery objectives are met Working with the Faculty of Mathematics Communications team and Creative Services to develop and implement marketing and promotional materials
- Leading the creation of high impact marketing materials including web and print material for all events.
- Developing and implementing an integrated communications plan for the promotion of events using both print and electronic media; manages and monitors web-based communication (promotion, registration, post-event feedback, etc.
- Executing a calendar of events that includes Academic conferences, Distinguished Lecturers, and other special events that support the strategic objectives of the Department.
- Developing, implementing, promoting and evaluating current and new Department-wide events
- Supporting Graduate and Undergraduate coordinators with various students and alumni events to promote consistent event management practices across the Faculty of Mathematics.
- Collaboration and outreach: The incumbent will maintain a network with various departments on campus to facilitate the effective and efficient coordination of events and activities; will develop and build strong relationships with Faculty and Staff in the Department and the Dean of Mathematics Office

Relationship management:

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- Primary contact for guests to Statistics and Actuarial Science (SAS) and is responsible for cultivating relationships to further promote the department's initiatives. Paying special attention to distinguished guests.
- Liaise with event stakeholders to determine event goals and requirements, planning and coordinating all necessary arrangements including, but not limited to: locations, room bookings, room set-up, staffing, volunteering, seating, food and beverage, equipment rental, and accommodation considerations.
- Liaise with other event-related roles in the Faculty of Mathematics and assist with events in other departments and/or at the faculty level
- Providing superior customer service to both internal and external stakeholders

Management of Department Web Pages including but not limited to:

- In consultation with the Administrative Officer establishes the direction and priority of all web design projects
- In accordance with Faculty guidelines/templates and University protocol, oversees website structure, content updates, and coordination of all web pages including: strategic planning, creating and implementing content design, navigation, user interface and functionality
- Regularly solicits information from faculty and staff members to maintain an up to date list of events and news items
- Co-Chairs the Department Communications Committee
- Advises and acts as a resource on matters relating to web development, within the department and for other units
- Handles web inquiries internally and externally on behalf of the department
- Creates new sites and content, bringing innovative ideas and solutions to the sites
- Demonstrates expertise on accessibility standards and W3C web development
- Keeps up-to-date on web technologies and software with continued on-campus training, self-learning, and in keeping apprised of current trends within the global web design community
- Manages departmental SharePoint site and web related electronic voting for department meetings.

Technical Support including but not limited to:

- Troubleshoots and reports technical issues affecting all department photocopiers, printers, data projectors and scanners
- First point of contact for Faculty and Staff regarding IT issues; acts as liaison between the department and MFCF insuring RT's with sufficient documentation are submitted and followed up in a timely manner
- Acts as liaison for video conferencing equipment usage for conference calling and teaching purposes
- Responsible for maintaining adequate level of IT supplies on hand (various peripherals)
- Provides training and service for departmental a/v equipment as required
- Monitors the department printers and photocopiers, including but not limited to, ordering, distribution, and installation of paper and toner.

Human Resource Administration including but not limited to:

- Hiring, mentoring and coaching coop students
- Assigning and monitoring workload of coop students
- Recruiting and managing volunteers to support delivery of events

General Administrative Support including but not limited to:

- Prepares specialized reports such as compliance, accreditation and other assessment activities

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- Provides support to the Actuarial Science group in the collection and mailing of exam materials to the Society of Actuaries, Canadian Institute of Actuaries in order to maintain accreditation status
- Assist with both small-scale and large-scale events which may include the design of invitations, registration monitoring, arranging food services, set-up of facilities, greeting guests, etc.
- Organize meetings, workshops seminar, colloquia, including bookings, preparing advertisements, audio-visual equipment and ordering refreshments
- Maintains key and FOB control systems for the M3 building
- Orders all general departmental and special order supplies
- Provides back-up support for reception and other staff members as required
- Co-ordinates the dissemination and collection of student evaluation materials for teaching faculty
- Co-ordinates documentation required for Purchase Card transactions as required by Finance.

**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

- Completion of a post-secondary diploma in a related field, Bachelor's degree preferred.
- A combination of equivalent education and/or experience will be considered.

Experience

- Minimum 2 years of experience in web development and content management
- Minimum 2 years of experience providing tier one technical support including troubleshooting various technologies in an office work environment
- Minimum 2 years of proven experience in managing small to medium size events

Knowledge/Skills/Abilities

- Proficiency in Latex, Microsoft Office Applications, DRUPAL and Google analytics, basic to intermediate HTML, Photoshop. SharePoint Administration. Knowledge of other web applications, including the University of Waterloo's web content management system, an asset and a willingness to learn new software as required.
- Proven ability to cultivate relationships with both internal and external audiences
- Ability to influence and motivate others
- Disciplined approach to planning and project execution with exceptional attention to accuracy and detail
- Independent judgment in areas of time management, task prioritization and decision-making
- Proven ability to multi-task, manage a large volume, conflicting priorities and deadlines
- Exceptional verbal and written communications skills
- Proven ability to manage a large volume of work, conflicting priorities and deadlines
- Goal oriented, self-motivated with demonstrated ability to take initiative to work independently and effectively as part of a team
- Well-developed organizational, analytical, interpersonal and customer service skills

Nature and Scope

- **Contacts:** Position requires communication with internal contacts to obtain, clarify and discuss information, and to receive instructions. Contact groups and individuals include, but are not limited to: All faculty, staff, visitors, and sessionals in the Department Other Mathematics departments/school

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staff Mathematics Undergraduate Office TRACE Central Stores Food Services and Food Services Outlets Key Control MediaDoc, Creative Services MFCF, IST C&D, MC. Position requires communication with a primary external groups to obtain, clarify and discuss information, including but not limited to: Undergraduate enquiries Businesses for office supplies and equipment Life Touch Catering companies

- **Level of Responsibility:** The incumbent is expected to perform all duties with relative independence once pertinent details are known. The job has a mix of defined and routine tasks where the incumbent receives specific guidance, as well as specialized work with minimal supervision where the individual provides guidance to others based on area of expertise.
- **Decision-Making Authority:** This position can make independent decisions. Makes regularly information-based decisions using sound judgement. Some examples of decision-making include but are not limited to: decisions on priorities given multiple deadlines and demands, decisions on troubleshooting techniques and contacts, decisions on web design, purchasing within budget constraints, editorials for web, hiring coop student. Must be able to make quick decisions related to event troubleshooting.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment
- **Working Environment:** Regular working hours. Occasional evening work on average 4 days/year. Minimal risks. May experience exposure to somewhat disagreeable situations typical of a position that deals with a variety of people, including but not limited to undergraduate students, faculty members, and international guests to the institution