

Job Description

Job Title:	Events Coordinator
Department:	David R. Cheriton School of Computer Science
Reports To:	Recruitment, Outreach & Programs Manager
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	September 2023

Primary Purpose

The Events Coordinator is accountable to the Recruitment, Outreach & Programs Manager for the delivery of events in collaboration with other members of the Recruitment and Outreach team. This position will interact with distinguished guests and has an active role in leading the events and is responsible for event planning, logistics, execution and closing. The Events Coordinator provides direction to co-op students hired to assist with event logistics.

Key Accountabilities

Events Coordination

The Events Coordinator, under direction of the Recruitment, Outreach & Programs Manager, leads the coordination of events under their scope. They assist by ensuring the operations and logistics of events are complete to create successful outcomes.

- Leads the coordination of in-person events, distinguished lecturers, staff workshops and large meetings (e.g., agenda, location, managing presenter/speaker/ attendee details and requirements, registrations, conference/meeting materials, and all related logistics).
- Uses virtual event platforms to manage virtual events and meetings, distinguished lecturers, staff workshops and large meetings (e.g., agenda, presenter/speaker/attendee details and requirements, registrations, setting up events, running video and interactive content, monitoring live chats, and offering technical support to participants, as needed).
- Provides high-level customer service and a positive experience for all event stakeholders.
- Leads event planning committees where applicable, including organizing meetings, setting agendas, preparing follow-up materials, and facilitating decision making.
- Attends events to monitor arrangements and ensure smooth functioning of activity aspects. As the first point of contact at events, the individual will troubleshoot and resolve event issues that arise, and will escalate issues to Recruitment, Outreach & Programs Manager as required.
- Liaises with event stakeholders to determine event goals and requirements, planning and coordinating all necessary arrangements including (but not limited to): locations, room set-up, staffing, volunteering, seating, food and beverage and accommodation considerations.
- Solves problems in real time to ensure seamless customer service experience.
- Coordinates and recruits numerous volunteers for each event.
- Assists the undergraduate and graduate recruitment team leaders with event support as required.
- Assists the Faculty Events Manager with additional event support as required.

Communication

- Coordinates and takes the lead on preparing items in advance of events including the development and production of signage and banners; digital templates, invitations, registration pages and marketing materials to assist in the promotion of events.

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- Works with Communications Officer to provide effective communication promoting coming events and initiatives. Coordinates with other units; marketing/communications materials and/or facility rental required for events.
- Keeps all stakeholders appropriately informed and engaged throughout event planning and execution.
- Updates and maintains event-related and promotional websites.
- Responds to inquiries from internal and external stakeholders, including complaints and issues management and escalating as required.

Administrative Support

- Maintains an inventory of materials and supplies appropriate to events.
- Creates and maintains event documentation and post-event reporting and identify lessons learned for future considerations.
- Maintains a record/filing system of vendors, suppliers, venues with up-to-date details of contact information, communications.
- Prepares any information packages required for events, trips, conferences, or delegations and other visitors, including requesting appropriate brochures and materials from other campus areas such as the faculties and/or research centres.
- Maintains contact lists and communication channels for select audiences.
- Represents the School of Computer Science on select institutional working groups/communities of practice, as needed.
- Supports administrative and technical systems, updating, refining, and streamlining as necessary.
- Purchases products or services and maintain accurate financial records ensuring compliance with UW financial policies and procedures.

**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

- Post-secondary education in a related field or equivalent combination of education and experience will be considered.

Experience

- 2-3 years of experience with event coordination with a proven track record of organization.
- A high degree of interpersonal acumen, with demonstrated relationship-building capacities, customer service, partnership building, and community engagement.
- Demonstrated customer- and stakeholder-friendly approach to problem solving is required.
- Experience in a University environment is considered an asset.

Knowledge/Skills/Abilities

- A high level of professionalism, a positive attitude, and the ability to meaningfully engage with a variety of people on- and off-campus.
- Experience using virtual event platforms such as Zoom, MS Teams, Hopin.
- Service-oriented, can-do attitude, and willingness to learn.
- Demonstrated event coordination experience.
- Demonstrated problem solving skills.
- Possess strong planning and organization skills with exceptional attention to detail.

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- Demonstrated inclusiveness, sensitivity, and the ability to interact respectfully with people from diverse cultures, races, ages, genders, sexual orientations, and religions.
- Demonstrated networking, research, and problem-solving skills.
- Proven ability to meet strict deadlines without compromising quality.
- Works well both independently and on a team.
- Proficiency with Microsoft Office including Excel and PowerPoint.

Nature and Scope

- **Contacts:** The Events Coordinator has contact with current students, faculty and staff, and will interact regularly distinguished guests, key stakeholders, vendors and event participants both internal and external to the University
- **Level of Responsibility:** The Event Coordinator will interact with high level guests and is expected to work with a great deal of professionalism. The Events Coordinator works with minimal supervision and is accountable to the Recruitment, Outreach & Programs Manager for the planning and organizing of events. This position has a mix of defined, specialized, and routine tasks and unusual or one-time requests, which require outstanding customer service, exceptional attention to detail, sound judgement, a strong work ethic and the ability to work under time constraints. This position performs no direct supervision of staff but is responsible for guiding and directing coop student(s) for event logistics.
- **Decision-Making Authority:** The Events Coordinator is expected to resolve event specific issues and be fiscally responsible in planning events, timing and execution of all duties.
- **Physical and Sensory Demands:** Extensive sitting and computer work. Some lifting and extensive standing/walking during events.
- **Working Environment:** Demands are typical of event planning and coordination within an office environment. The Events Coordinator is expected to be present at the majority of events; has minimal exposure to disagreeable conditions such as standing for long periods at events or delivery and/or set-up of tables, chairs and event related accessories. May involve occasional off-campus travel and work in evenings and weekends.