

Job Description

Job Title:	Event and External Relations Coordinator
Department:	School of Planning
Reports To:	Academic Services Manager
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	April 2021

Primary Purpose

This position is responsible for the planning and implementation of a variety of internal and external events central to the School which strengthen relations between current students, alumni and external partners. A range of general operational clerical assistance to the administrative personnel within the School with specific assistance required with Graduate Admissions and Scholarship process. This position requires occasional commitment after regular UW working hours.

Key Accountabilities

Organize internal and external events including, but not limited to the following activities:

- Coordinate event details such as time, location, refreshments and managing attendee details/requirements, registrations, conference/meeting materials, and post event surveys;
- Coordinate events/meetings in on-line platforms;
- Coordinate speakers and make travel arrangements where necessary;
- Ensure the sessions are appropriately publicized;
- Provide recommendations for event program;
- Recruit and direct event volunteers;
- Responsible for execution of events within budget & reconciliation of expenses;
- Purchase products or services ensuring compliance with UW financial policies and procedures;

Support graduate studies admissions process including but not limited to:

- Verification of all required documents for application process are submitted, complete and authentic (application, supplemental form, letters of reference, all supporting post-secondary transcripts, including legends from granting institution, sample of writing, proof of English language proficiency for international students);
- Ensuring applicant transcripts are averaged efficiently and on time;
- Maintaining a reporting system of applicant status, to initiate circulation of files.

Administrative Support including but not limited to the following:

- Communicate the details of Graduate TA Contracts as determined;
- Support the Association of Graduate Planners (AGP) with events;
- Serve as a back-up for Administrative Coordinator;
- Develop and maintain a procedure handbook for the position which includes detailed instructions for each activity performed in the position;
- Publicize and market events/programs on campus and on-line;
- Assist with preparation of physical and on-line marketing materials (e.g., flyers, posters etc.);
- Responsible for the School's social media accounts (e.g., Instagram)

Job Description



- Help update School's website content.
- Provide occasional administrative support to the Academic Services Manager to assist with course scheduling

**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 event management, or post-secondary degree in any field with relevant work experience

Experience

- Several years project coordination, events experience in a complex, dynamic and fast-paced environment, with a proven track record of achievement and success with Event planning/coordination
- Experience with event management software is an asset
- Experience managing social media, updating web content using a web content management system; Drupal would be considered an asset.
- Experience with Adobe Creative Suite including Photoshop and Illustrator or similar software, is considered an asset
- Demonstrated experience as an event coordinator who can envision and articulate the goals and objectives of the project, work with cross-functional teams who contribute to the projects
- Demonstrated experience and a proven aptitude for success in problem solving required
- Experience within an academic setting an asset

Knowledge/Skills/Abilities

- A high degree of organizational skill, interpersonal acumen and problem-solving ability is required to provide oversight in balancing multiple priorities and deadlines
- Must be a strong communicator (oral and written) with the ability to build strong relationships.
- Possess strong planning and organization skills with exceptional attention to detail
- Must be a problem solver with a friendly, professional, customer service-oriented personality.
- The ability to interact with a wide variety of people in many different contexts
- Ability to conduct themselves with a high degree of diplomacy and tact
- Intermediate skills in Microsoft Office suite (Word, Excel, PowerPoint, Teams, Outlook), other technical skills preferred WCMS, LEARN, and social media platforms.
- Experience with Adobe Creative Suite including Photoshop and InDesign, would be considered an asset
- A valid driver's license is an asset

Nature and Scope

- **Contacts:** Well-developed interpersonal skills are a must, including the ability to work with a wide variety of stakeholders. The person in this position will work with a wide variety of Faculty of Environment faculty and staff, various University of Waterloo Service areas (Parking Services, Bookings, Food Services, New Media Services, Student Awards Office) including St. Paul's University College service providers, and current graduate and undergraduate students. This position has contact

with incoming students (graduate and undergraduate), high school students and teachers, Pragma Council board and participants, alumni, guest speakers and event participants Internally, communicates with all employees in all groups and departments and at all levels to deal with, influence and motivate others, and to promote, justify and settle highly sensitive matters. Externally, this position will have significant senior contacts with customers and suppliers and will be involved in settling highly sensitive, confidential matters that are critical to the organization

- **Level of Responsibility:** This position works independently but must also function within a team, work collaboratively, and be attuned to maintaining positive working relationships with diverse stakeholders. Guests hosted are often professionals in their field, government leaders, and often high profile. The Events Coordinator must act with discretion and professionalism This position performs no direct supervision of staff but is responsible for guiding and directing student volunteers. The role has a mix of defined, specialized and routine tasks and unusual or one-time requests, which requires outstanding customer service, sound judgment, strong work ethic and the ability to work under challenging time constraints
- **Decision-Making Authority:** This position is expected to resolve event specific issues, subject to budgetary constraints, be fiscally responsible in planning events
- **Physical and Sensory Demands:** Demands are typical of an event coordination operating within an office environment.
- **Working Environment:** This position is expected to be present at the majority of events which occasionally are held on evenings and weekends. Travel: occasional to support events.