

Job Description

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| Job Title: | Events Coordinator |
| Department: | Co-operative and Experiential Education (CEE) |
| Reports To: | Assistant Services Manager, Co-op Services |
| Jobs Reporting: | None |
| Salary Grade: | USG 6 |
| Effective Date: | November 1, 2015 |

Primary Purpose

Within the Co-op Services team of Co-operative Education; responsible for providing primary support to the Employer Information Sessions (EIS) portfolio. The Events Coordinator is the first point of contact for employer correspondence about EIS, and provides direction to a co-op student and a team of casual staff every term. The Events Coordinator manages daily logistics, troubleshooting, material and resource allocation, staff coordination, and EIS administration including coordinating with the CEE financial assistant and campus partners with respect to oversight of EIS invoicing and financial reconciliation. This role has high impact on Co-op employer relations and retention strategies.

Key Accountabilities.

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| <p>Manage employer correspondence throughout the life cycle of an EIS, while providing the highest level of customer service (i.e., at registration, pre-, during, and post- EIS)</p> <ul style="list-style-type: none"> • Correspond with employers with a timely and helpful approach, always seeking to find solutions and exceed employer expectations, providing a 'red carpet' experience • In all activity, provide fair and balanced attention and service to all employers • Involve the Assistant Service Manager, Account Manager (or equivalent Account Coordinator, or Business Developer) when needed • Escalate unresolved issues to the Assistant Service Manager |
| <p>Coordinate the day-to-day logistics, troubleshooting, material and resource allocation, administration and operations for EIS</p> <ul style="list-style-type: none"> • Execute best practices when responding to crisis management activities related to EIS • Evaluate the success of each EIS and provide any necessary follow-up with employers, and CEE stakeholders • Work closely with CEE Financial Assistant to oversee the EIS invoicing procedure • When necessary, refer employers to discuss their recruitment objectives to the Account Manager or Assistant Service Manager • Actively engage in recommending improvements for the EIS portfolio • As needed, attend EIS as an event facilitator, and occasionally be on call for evening EIS (until 11:00 p.m.) to support the team of casual, primary event facilitators who attend EIS |
| <p>Provide direction to a co-op student, and assist them with managing relationships with campus partners when booking venue space, audio-visual equipment, catering, and promotional materials</p> <ul style="list-style-type: none"> • Provide information and context needed for the co-op student to be effective • In partnership with the Assistant Service Manager, hold the co-op student accountable for performance including consistent application of CEE's business processes and practices • With the Assistant Service Manager, manage performance of the co-op student through both formal (performance appraisal) and informal methods such as regular feedback, coaching, and one-to-ones |

Job Description

Support the Service Manager and Assistant Service Manager in the recruitment, scheduling, and training of casual, event facilitators

- With the Assistant Service Manager and Service Manager, hire the best people available
- Ensure all EIS are well-staffed
- Ensure event staff have the materials, training, and technology required to effectively support EIS

Provide back-up support to the Assistant Service Manager; the Operations Service team; and the overall Operations team as required

- Assist with managing workload across the Operations team by taking on temporary, additional work for a limited time
- Assist with project work that supports EIS, the Operations team, or other units within Co-op

Required Qualifications

Education

- College Diploma in a related field or equivalent education and/or experience (University undergraduate degree preferred)

Experience

- 1-2 years of experience in an events, operations, marketing, customer service, or administrative support role, or equivalent experience

Knowledge/Skills/Abilities

- Service-oriented, can-do attitude, and willingness to learn
- Excellent time management, organizational, and administrative capabilities
- Exceptionally high tolerance for multi-tasking, tight deadlines, balancing multiple projects, and is flexible to changing demands and tolerant of multiple priorities and ambiguity. With an
- Approachable manner, strong team work ethic and strong collaborator.
- Outstanding detail-orientation is imperative for success in this role
- Exceptional organizational skills
- Effective communication and time management skills
- Works well independently, as well as on a team

Nature and Scope

- **Contacts: Internal:** The Events Coordinator works collaboratively with Co-op and campus partners when coordinating the logistics for EIS (e.g. staff responsible for accepting venue booking, food services, etc.) **External:** The Events Coordinator is the first point of contact with employers wanting to host EIS, and coordinates the logistics throughout the EIS lifecycle. The Events Coordinator consults with employers pre-, during, and post- EIS to ensure a successful experience with CEE and the University of Waterloo.
- **Level of Responsibility:** The Events Coordinator has defined, routine tasks, and receives specific guidance about the requirements for EIS. The Events Coordinator supports and directs a co-op student and a team of casual staff every term. The Events Coordinator discusses information with the Assistant Service Manager, the Co-op Services team, the Employment Relations team, the Communications & Marketing team, the Business Development team, and other units within Co-op. **Problem-solving:** The Events Coordinator will be required to execute their problem-solving skills and best judgement when managing crises. Some examples include finding a successful solution for an upset employer who might be difficult to manage, or logistical issues at an EIS. The Events Coordinator will escalate complex issues to the Assistant Service Manager, and in the absence of the Assistant Service Manager, unresolved issues will be escalated to the Service Manager.
- **Decision-Making Authority:** The Events Coordinator will be required to execute their problem-solving skills and best judgement for making decisions when managing crises. The Events Coordinator makes

Job Description



recommendations to the Assistant Service Manager for improvements to the EIS portfolio in terms of employer relation and engagement opportunities, process improvements, event production, venue bookings, or audio-visual equipment. The Events Coordinator consults with employers to understand the objectives of their EIS, and works closely with them to try to meet their objectives.

- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in moderate fatigue, strain or risk of injury. It may involve constant interruptions from e-mail, face-to-face interaction and phone.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a position which provides direction to co-op students and casual staff. Moderate on-call expectations to support evening EIS, occasional evening work required to support evening EIS. Occasional travel is required. Service support during main interview periods and the EIS season will require work outside of core business hours from 7:00 a.m. to 11:00 p.m. Irregular and/or high volumes and multiple and/or tight deadlines beyond one's control.