

Job Description

Job Title:	Events and Programs Coordinator
Department:	Organizational and Human Development
Reports To:	Manager, Learning and Development
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	November 2023

Primary Purpose

The Events and Programs Coordinator plays a critical role within the Organizational and Human Development (OHD) Team. Reporting to the Manager, Learning and Development, this position has overall responsibility and accountability for learning event management, learning program administration and coordination, relationship management and evaluation of programs. This position acts as the lead for major OHD events (both in person and virtual) and is responsible for all planning, logistics, coordination, administration, budgeting, and implementation.

Key Accountabilities

Learning Event Management

- Leads planning, logistics, coordination, and implementation of OHD events (such as Keeping Well at Work programming, the Waterloo Staff Conference, Mentorship program, staff Orientation and Onboarding)
- Develops and maintains project plans, critical paths, and communication plans for programming and events
- Establishes best practices and processes for event and programming registration and oversees this system for all programming and events
- Establishes event role and responsibilities and works with designated leads to ensure all details are considered and executed
- Manages significant event budgets, including contract payments, reconciling expenses and processing invoices as required
- Researches and procures keynote speaker engagements including contract negotiations, event communications and logistics
- Collaborates with the Information Systems team on the development, management, and maintenance of the online events registration system
- Leads the onboarding staff campus tours
- Responsible for the technical and presentation requirements for event execution (hybrid technologies, live streaming needs, sound requirements)
- Develops and implements an integrated communications plan for the promotion of programming and events using both print and electronic media; manages and monitors web-based communication (promotion, registration, post-event feedback, etc.).
- Oversees the creation of marketing materials

Relationship Management

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- Builds and maintains relationships with internal and external stakeholders, including OHD's Learning and Development team, Organizational Development team, and various members across the Human Resources portfolio. Seeks and fosters relationships with internal and external campus partners and stakeholders to establish and strengthen employee learning and development through establishing and maintaining a learning hub for employees
- Maintains a network of key department contacts on campus to facilitate the effective and efficient coordination of events and activities.
- Acts as an OHD ambassador within the university at university events
- Supervises the OHD coop student, with accountability for all aspects of coop employment including recruitment, onboarding, work allocation, and performance management
- Recruiting and managing volunteers to support the delivery of events
- Contributes to creating a learning environment that supports equity, inclusion, belonging, and a healthy workplace
- Provides excellent customer service to campus community in a timely, helpful and resourceful manner

Learning Program Administration and Coordination

- Proactively coordinates the annual learning and development program calendar including online registration system, attendance tracking, and participant inquiries
- Partners with Learning and Development team to ensure timely execution of program timelines and tasks
- Coordinates onboarding and orientation programming
- Develops and maintains documentation outlining all duties and processes as part of the standard operating procedures
- Manages the departmental workshop registration system for employees, ensuring timely completion of learning and development offerings for enrollment and credit
- Monitors, reviews, and adapts best practices for programming and events to ensure that processes are effective; proactively identifies new opportunities to continually improve quality and efficiency
- Develops and executes key communication channels for program promotion (OHD newsletter, social media, daily bulletin announcements), in partnership with Manager, HR Communications
- Monitors and updates OHD website
- Reconciles monthly p-card expenses and reporting

Evaluation of and reporting on outcomes relevant to programming and events

- Actively seeks out and reports on learner feedback for programming and events including but not limited to their purpose, format, design, content, and frequency
- Integrates feedback from learners and participants into future events and programming
- Develops and maintains program documentation (i.e. action plans) outlining program goals, outcomes, progress, and recommendations for future offerings for events and programs within portfolio
- Tracks and reports on participants demographic data to ensure equitable access to supports
- Creates and distributes annual, detailed programming and communications report that captures trends in employee learning and development at UWaterloo and highlights gaps and recommendations

**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

<p>Education</p> <ul style="list-style-type: none">• Completion of post-secondary degree or diploma in event management, human resources, adult education, project management and/or equivalent combination of education and experience will be considered
<p>Experience</p> <ul style="list-style-type: none">• 3-5 years of professional events and project management experience working in a complex, face paced, dynamic environment.• Experience in a University environment an asset
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">• Exceptional client service skills• Exceptional planning and organizational abilities, ability to multi-task to manage a large volume of projects with conflicting priorities and deadlines• Proven ability to articulate the goals and objectives of projects, create clear project plans, manage cross-functional teams who contribute to the project, and collaborate with multiple project participants to ensure a successful outcome required• Exceptional attention to details• Demonstrated written and oral communication skills• Proven ability to meet strict deadlines without compromising quality• Ability to think independently and to take the initiative to solve problems as they arise• Goal oriented, self-motivated with demonstrated ability to work independently and effectively as part of a team• Supervisory skills (co-op supervision and volunteers) an asset• Proven ability to build and maintain effective relationships and work as part of a collaborative team• Understanding of adult learning principles• Knowledge of evaluation practices and report generation

Nature and Scope

- **Contacts:** The incumbent will have significant interaction with various stakeholders, internal and external to the university. Responsibility to develop and maintain cooperative relationships and productive working relationships with a multitude of stakeholders is a key mandate. Stakeholders will include: OHD/HR leadership team, on campus staff from a variety of departments, external vendors/contractors, senior leadership participating in learning events.
- **Level of Responsibility:** The role has a mix of defined, undefined, specialized and routine tasks while being self-directed in terms of meeting deadlines. This position works independently but must also function with a team and work collaboratively. The incumbent must act with discretion and an impeccable work ethic. This position performs no direct supervision of staff but is responsible for guiding and supervising co-op students and volunteers as needed. This position has overall accountability for large scale, high profile learning events.
- **Decision-Making Authority:** Responsible and accountable for prioritizing and executing various administrative and event management, with and without guidance. This position will make independent decisions and should regularly make information-based decisions using sound judgment. This position is expected to resolve event and program specific issues as they arise and be responsible in planning and implementing events and programs.
- **Physical and Sensory Demands:** Minimal exposure to disagreeable conditions; some exposure to stressful situations at major events with numerous participants; some deprivation caused by constant

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interruptions and lack of control over work pace due to irregular and/or high volumes beyond one's control.

- **Work Environment:** Minimal exposure to disagreeable conditions; some exposure to stressful situations at major events with numerous participants; some deprivation caused by constant interruptions and lack of control over work pace due to irregular and/or high volumes beyond one's control. This is a hybrid role and will work in an open office environment during on campus days. This position may require occasional evening and weekend work.