#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Events & Advancement Assistant

**Job Number:** A-493 | VIP: 1971

**Band:** OPSEU-5

**Department:** External Relations & Development

**Supervisor Title:** Associate Vice President, Philanthropy & Alumni Engagement

**Last Reviewed:**  April 8, 2024

#### **Job Purpose:**

Reporting to the Associate Vice President, Philanthropy & Alumni Engagement provides event and administrative support for External Relations & Development including Community Relations, Philanthropy, Alumni Engagement & Services, Advancement Services & Digital Philanthropy. The position works closely with each of the managers or directors to understand portfolio needs and identify peak times to ensure effectiveness.

Ensures the smooth functioning of administrative processes within the portfolio includes working within Microsoft Teams to make sure files and teams are well organized. Ensure that files are intuitive and align with the portfolio’s operational needs.

#### Key Activities:

##### Administrative Support

* Provide administrative support to External Relations & Development including Community Relations, Philanthropy, Alumni Engagement & Services and Advancement Service and Digital Philanthropy.
* With the input from managers, help create meeting agendas, take minutes, and make meeting arrangements such as food services and finding appropriate locations (zoom or in person). Ensuring the digital files on meetings are organized including any recordings of meetings.
* Provide support on Raiser’s Edge database including entering call reports and information updates ensuring a high level of accuracy.
* Provide budget support including creating purchase requisitions and tracking budget on an excel spreadsheet. Following up on any billing issues. Organizing expense reports.
* Make travel arrangements includes booking hotels, flights and/or rental cars. Ensure that there is adequate time for travel to reach destination in time for events and meetings.
* Responding to emails, inquiries and following up as needed.
* Assist with any specialized mailing such as our Annual Stewardship Reports, holiday cards and/or thank you requests.

##### Event Support

* Support multiple areas that host events across our portfolio. Below are examples of the type of work required but responsibilities might extend beyond these needs.
	+ Alumni Engagement & Services:
		- Assisting with events on campus as needed including convocation, community speaker series, Trent Day, alumni reunions, Head of the Trent, etc. Event support includes administrative support or event preparations in advance of the event, on the day of the event and any follow up post-event.
		- May include obtaining RSVPs, creating name tags, organizing swag bags, picking up materials or dropping items off at site locations.
		- Liaise with internal departments as needed including parking, conferences, facilities management, print shop, etc.
	+ Stewardship:
		- Assist with any events on campus as needed including donor recognition events and stewardship events including National Philanthropy Day and unveiling events.
		- Assist with event preparation, organizing gift bags, event decorations, banners, nametags, etc.
		- Work the day of the event supporting the Stewardship Teams and help with event clean up post-event. Provide any feedback on how events can be improved.
	+ Philanthropic Events:
		- Assist with VIP cultivation events as needed including supporting any specialized email outreach and follow up. Helping to monitor special dietary requirements from our guests. Arrange food services, location of event and room set up. Work closely with the Campaign Director and AVP to ensure the events are high quality.
		- Able to handle phone call inquires and email support for event inquiries and collect RSVP’s.
		- Ensure that Raisers Edge is up to date with all information from individuals.
		- Ensure that digital files are correctly maintained with thorough event plans, communications, photos, etc.

##### Mackenzie House Support

* Arrange any maintenance needs with Facilities Management.
* Ensure that filing is completed.
* Manage request for keys and security code updates.
* Ensure that the meeting room and kitchen are well maintained.
* Monitor storage to ensure items remain organized and discarded if no longer needed.

#### Education Required:

* College Diploma (2-year) in Special Events Management, or College Diploma (3-year) in Business or Office Administration, Communications, Public Relations, or other related area.

#### Experience/Qualifications Required:

* Two (2) years’ administration experience in an office setting required.
* Work or volunteer experience in organizing events of varying sizes: Experience with hosting online events planning would be an asset.
* Highly organized; calm under pressure.
* Extremely adept at multi-tasking. Able to handle competing deadlines.
* Extreme attention to detail and commitment to excellence.
* Excellent computer skills (Microsoft Word, Excel, Outlook calendars, email)
* Resourceful – able to find answers independently.
* Enthusiastic team player - who likes both independent work but also able to be highly collaborative.
* Demonstrates initiative; positive and energetic.
* Ability to maintain the confidentiality of information.
* Ability to work evenings and weekends occasionally.
* Access to a vehicle is an asset.

**Job Evaluation Factors:**

##### Analytical Reasoning

Required to think logically when organizing administratively or with events. Needs to evaluate needs of the department with regards to filing or arranging meetings. Needs to ensure that time management is excellent to allow enough time for preparations. Needs to follow instructions by managers and understand when questions need to be asked for clarification of when there are issues.

##### Decision Making

With guidance from managers or directors, able to handle event coordination. Able to decide room set ups, make recommendations on menus and event arrangements.

With guidance from managers or directors, able to handle administrative tasks such as filing, booking meetings, making travel arrangements, etc.

With guidance from managers or directors, able to handle budget administrative tasks like paying invoices or doing travel expenses.

##### Impact

If the incumbent were to make wrong decisions our events and office administration would be disrupted. Our guests at events would have a disappointing experience potentially at Head of the Trent or Convocation.

 Administratively, our office would operate less efficiently, which could lead to disruption in fundraising abilities, alumni engagement issues or community relations issues.

Administratively, our database might not be as up to date as it should be and therefore information could be lost or delayed.

##### Responsibility for the Work of Others

Indicate whether the incumbent is directly or indirectly responsible for the work of others. Provide the title of the position(s) as well as an example of how the incumbent is responsible for the work of others on a daily basis. Specifically, indicate whether the position has responsibility for hiring and supervision of student workers.

Directly Responsible for working with partners across campus: print shop, conferences, facilities management, ensuring that their work meets our needs.

Indirectly responsible for working with student staff at events providing guidance when necessary.

##### Communication

AVP, Philanthropy & Alumni Engagement – ensuring all administrative tasks are in order.

Director, Alumni Engagement & Services – working with events team

Director, Advancement Services & Digital Philanthropy – ensuring administrative support

Campaign Director – providing administrative support

Senior Manager Community Relations – providing event support as needed

External & Internal Contractors who provide service to our department.

##### Motor/ Sensory Skills

Event set up and take down – moving boxes, banners, tables, chairs, event materials

Standing for extended hours during events

Computer work – repetitive keyboarding for long periods of time

##### Effort

Carrying heavy items, climbing stairs, standing for long periods of time.

Volume and workload can be an issue during peak periods with conflicting priorities

##### Working Conditions

Occasionally dealing with a disgruntled individual who is confrontational and perhaps distraught.