



JOB POSTING

Student/Member Engagement & Special Events Staff – Part-time Student Position

(Athletics & Recreation Department)

Supervisor: Sales & Special Events Guest Experience Agent
Hours of Work: 5 – 10 hours per week (flexible, depending upon special events schedule)
Term: Summer May 1st 2023-August 31st, 2023
Fall/Winter September 1st, 2023-April 30th 2024
Rate of Pay: \$15.50/hour

Trent Work Study Eligibility: Students receiving OSAP and who meet eligibility under the Trent Work Study Program (TWSP) will be given priority consideration for this position, however all students are encouraged to apply. **For TWSP eligibility requirements, please visit the Financial Aid website at <http://trentu.ca/financialaid/work.php>.**

ABOUT TRENT ATHLETICS & RECREATION:

Dedicated to excellence, Trent Athletics & Recreation is committed to providing opportunities for Trent students and the community at large to become involved in a wide range of recreational, sport and leadership activities, at all levels, with the objective of encouraging and developing a healthy lifestyle.

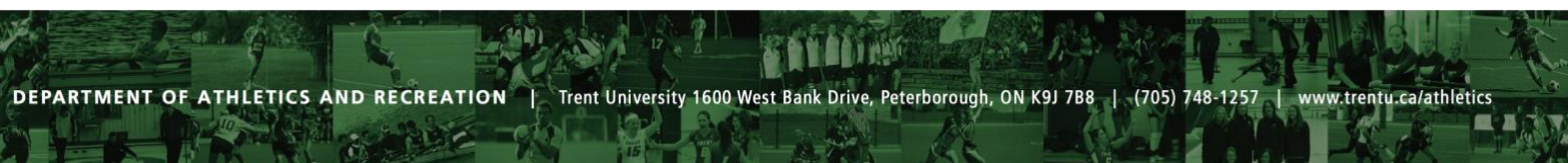
ABOUT THE POSITION:

The Athletics Department is a vibrant and energetic place. We are looking for individuals to join our student engagement and special events team, who are **passionate about delivering an exceptional guest experience** to Trent students and members of the community. This position provides you with an opportunity to learn and develop skills that you can take forward to future employment.

This position has been updated to include new responsibilities, with attention to health and safety for all members of our campus community. Reporting to the Sales & Special Events Guest Experience Agent, this position supports a variety of special events and communication/promotions to support student and member engagement (inclusive of Trent student events (ISW Week) Member Appreciation Events; and Homecoming/Head of the Trent, Trent Excalibur Golf Tournament, Varsity Banquet etc.).

Job Responsibilities:

- Assists in coordinating special events inclusive of planning, on-site logistics, organizational design, guests lists, set-up and teardown, food service arrangements, etc.
- Attends student and member engagement functions, acting as an Ambassador of Trent Athletics to engage students and members, building enthusiasm and
- Assists in the research & development of student/member engagement communications, including monthly student/member newsletters; and e-mail communication to support customer touchpoints across all Trent Athletics customer groups, i.e. Trent students, community members, families, youth, rental groups, etc.





- d) Provides input into fun and engaging events for Trent students and members, including development of calendar of events.
- e) Updates website content with relevant student and member information.
- f) Responds to enquiries from Trent students or members about events.
- g) Coordinates production and distribution of print materials.
- h) Uses social media to promote and highlight events.

Requirements/Qualifications:

1. Must be a Trent student. Priority consideration will be given to students receiving OSAP and who are eligible for the Trent Work Study Program, however, all students are encouraged to apply.
2. Experience in planning and implementing events including on-site logistics; developing and implementing promotion plans; print production expertise associated with special events.
3. Strong initiative and customer service orientation.
4. Excellent written and oral interpersonal communication with marketing and communications skills.
5. Project Management, organizational and prioritizing skills; problem solving and organizational skills; attention to detail is imperative and office administration experience.
6. The ability to work well independently on several projects concurrently.
7. Proficiency with social media and communication platforms (twitter, Instagram, snapchat, mailchimp, Canva, etc.) and with Microsoft Word, Excel, and Power Point.
8. Demonstrated high energy level and flexibility, pleasant persona coupled with sound judgment; knowledge of correct protocol for specific situations.

Training and Certifications Required – All training must be complete prior to starting first shift and the cost of training is the responsibility of employee.

- Police Record Check
- First Aid/CPR and AED
- Ministry of Labour Health and Safety Worker Awareness Training
- Workplace Violence and Harassment Training
- WHMIS (Workplace Hazardous Materials Information System Training)
- AODA Customer Service Training
- AODA – Integrated Accessibility Standards Regulation Training
- Information Security and Privacy Training
- Concussion Awareness Training

To Apply: All applications must include a cover letter and resume which can be e-mailed to acsales@trentu.ca (Microsoft Word or Adobe PDF). Please note your full name and the position title in the subject line of your e-mail (i.e. First and Last Name – Position Title).

Trent University is actively committed to creating a diverse and inclusive campus community and encourages applications from all qualified candidates. Trent University offers accommodation for applicants with disabilities in its recruitment processes. If you require accommodation during the recruitment process or require an accessible version of a document/publication please contact lesliespooner@trentu.ca.

While Trent Athletics & Recreation Department appreciates all applications, only those applicants considered for an interview will be contacted.

