STUDENT JOB DESCRIPTION

Job Title: Event Operations Lead - Summer

Department: Office of Conference & Event Services

Supervisor Title: Event Coordinator CES

Last Reviewed: October 2026

Location(s): Peterborough Campus

JOB PURPOSE:

The Event Operations Lead (EOL) is a summer student employee within the Office of Conference and Event Services which is part of the Housing and Conference Services Division. The EOL general responsibility is supporting event setup and services and mentor event service staff. The EOL position will work in various areas on campus to complete specific tasks related to CES operations. The EOL is a front-line student position that will have regular contact with other CES staff, conference guests, visitors, HCS Staff, campus partners and suppliers. The EOL will report to the Event Coordinator within CES.

KEY ACTIVITIES:

General

- Provide front line guest service to clients, guests, staff, and vendors for summer CES operations
- Ensure policies and procedures are being adhered to and that a consistent approach to customer care is always displayed by all team members.
- Ensure tourism/marketing information is displayed and shared with guests.
- Accurately inputting meal and catering orders for groups in consultation with Coordinators.
- Administer guest satisfaction surveys; report results to the Coordinators and Director.
- Maintain communication with Event Coordinator and teammates; participate in weekly meetings with Coordinator/Lead team. Work closely with the Event Coordinator to update event related communication information.
- Contribute as directed to Conference & Event Services social media activity
- Assist with summer staff training for CES team
- Troubleshooting of unforeseen circumstances and event organizer or guest concerns and adjust arrangements as required.

- Maintain a comfortable, clean, quiet, and welcoming environment at the Service Centres.
- Liaise with other Trent University departments as needed.
- Assist with scheduling

Supporting guest accommodations by:

- Moving of CES guest accommodation supplies and linens from storage to appropriate residence areas
- Responsible for overseeing bedroom inspections are completed prior to guest arrival, ensuring issues are reported and resolved, and communicating with GSL/coordinator when rooms are guest-ready.
- Working closely with the Caretaking team to ensure our laundry is picked up and returned in a timely manner.
- Assisting with returning clean laundry to proper storage
- Responsible for monthly inspections in long-term stay spaces
- Assist with group check-in/out for CES groups

Supporting Event operations by:

- Inspection of classrooms, dining halls and other event spaces pre and post event use and any issues reported and communicated to coordinators
- Responsible for completing regular inventories of CES equipment, linens and other supplies.
- Ensure all event setup tasks including dining hall, registration, signage, rentals are completed following department procedures and event requirements.
- Post-event walkthrough of event spaces, ensuring all department property has been collected and returned to storage.
- Coordinate the pick-up and return of any off-site rentals.
- Assisting with setup for Bar Services and/or bartending if part of CES event.
- Assist with efficient preparation for arrival of conference groups and events

EXPERIENCE/QUALIFICATIONS REQUIRED:

- Demonstrated customer service experience.
- Excellent people skills and a friendly, professional, service-oriented attitude.
- Excellent oral and written communication and teamwork abilities.
- Smart Served certified.
- Strong computer skills; working knowledge of Microsoft Office software; accurate data entry.
- Good knowledge of the Trent campus and Peterborough area.
- Must be punctual, reliable, hard-working, and enthusiastic team-player who strives to ‘get it done’.
- Demonstrated stamina, ability to perform physical labour, lift up to 40 lbs, and remain active on your feet for extended periods.

- Able to problem solve effectively in a hospitality environment.
- Ability to work independently with minimal supervision, take initiative and be proactive.
- Shows maturity, responsibility and a positive attitude towards the tasks at hand
- Detail-oriented.
- Ability to work all shifts including scheduled evenings and weekends shifts
- Full G Ontario valid driver's license (or provincial equivalent).

Assets:

- Experience with Starrez program.
- Experience in the hospitality industry (restaurant or banquet venue).
- Valid First Aid certification.
- International experience and ability to communicate in multiple languages.
- Previous team lead/supervisor experience, event execution, hotel front desk experiences.

CONDITIONS OF EMPLOYMENT:

- Two or three on-call/stayover shifts will be required per week.
- Obtain a clear police record check
- Maintain a clear student conduct history with the University
- Maintain confidentiality regarding guest information and incidents.
- Availability to work full time with varied shifts throughout the summer term
- 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, please contact workwithhousing@trentu.ca