#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Event Coordinator, Conference Accommodation &

Enrichment Program

**Job Number:** A-294 | VIP: 1323

**NOC:** 1226

**Band:** 7

**Department:** Conference & Hospitality Services

**Supervisor Title:** Director, Conference & Hospitality Services

**Last Reviewed:** March 31, 2021

#### Job Purpose

Under the supervision of the Director of Conference and Hospitality Services, the Event Coordinator (Conference Accommodation & Enrichment Programs) bears primary responsibility for the general oversight of summer accommodations and front desk operations, as well as the in depth knowledge and use of related Software as they pertain to these areas of operations. This position is also the lead Event Coordinator for Enrichment program, as well as staff training on relevant software.

The position shares responsibility for hiring, training and supervision of student staff, for executing event planning and support services for assigned events, for ensuring that they meet client needs and expectations, for supervising events and programs during all operating hours (including evening and weekends), and for completion and tracking of finances and other paperwork regarding assigned events. The position also assists with sales and marketing for the department.

#### Key Activities

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| *Event Coordination:*   1. Generates contracts for assigned events for Director and client signature, which may include day meetings, weddings, overnight conferences/bar events or pub special events. 2. Coordinates with clients and internal departments for assigned events and enrichment programs for the arrangement and confirmation of accommodations, classrooms and other facilities. 3. Coordinates with clients, internal departments and external providers for assigned events the arrangement and confirmation of all event services such as registration, food and beverage, parking, audio visual and signage. 4. Ensures proper staff levels provided for assigned events. 5. Assists with online registration for assigned events by creating registration forms and tracking registrations and generating reports. 6. Communicates with Administrative Assistant to ensure Enrichment registration program is setup with appropriate information 7. Communicates with clients for assigned events on a regular basis via email, phone or in person to ensure awareness of client needs and expectations and plan accordingly. 8. Ensures insurance coverage is provided by the client for assigned events or arranges for same through the University. 9. Assists with event setups as required. 10. Responsible for onsite supervision of events throughout the year, including evening and weekend scheduling, as required. 11. Is the designated primary Event Coordinator responsible for general oversight of Enrichment Program 12. Sends requests for instructors to submit courses for enrichment and provides those to Administrative assistant for data entry 13. Reviews registrations and payments and generate reports utilizing Enrichment Program registration software | **25%** |
| *Summer Accommodations:*   1. Ensures efficient setup and operation of summer front desk for check in and out of guests and taking reservations and payments for accommodation. 2. Provides support to front desk student staff, as needed. 3. Ensures the tracking and inventory residence keys and building access cards is done on a regular basis and reports any issues to Director or Locksmith as required. Director is designated authority. 4. In consulation with Director assigns residence room blocks to groups based on departmental bookings and cleaning requirements. 5. Maintains and tracks appropriate bed linen and bedroom supplies inventory to meet the needs of departmental bookings. 6. Ensures student staff complete all room checks on a regular basis and that any issues are reported, as required. 7. Coordinates with Caretaking Supervisors for daily, weekly and monthly cleaning requirements of residence from May to August to meet the needs of the department. 8. Ensures any issues related to residence from May to August are tracked and reported on a regular basis. 9. Confirms appropriate accommodations for assigned May to August events. 10. Sends rooming lists for assigned events to event organizers to complete. 11. Submits completed rooming lists for assigned events to front desk for data entry and preparation for check-in. 12. Reviews reservation requests regularly and ensures staff have followed up. 13. Ensures staff are aware of rooms available for non-group bookings. 14. Ensures any online accommodation booking allocations are up to date. 15. Primary responsibility for Accommodation/Event software management i.e Starrez by Ensuring event information (accommodation, room bookings, summer accommodation access cards, and online registration) is entered and updated for assigned events using Conference, Enterprise and Axiom software. | **25%** |
| *Student Staff/Human Resources:*   1. Primary responsibility for Hiring, supervising and training student staff for Accommodation and Enrichment positions by creating and posting job descriptions, conducting interviews, completing employment contracts, and training. 2. Schedules appropriate student staff for assigned events and programs. 3. Assists with ensuring student staff hours are recorded properly for payroll completion and budget tracking. 4. Provides on call support to student staff as events required, primarily from May to August, and as required for other events. 5. Trains student staff on relevant software and front desk procedures including updating training manuals and conducting training sessions. | **15%** |
| *Marketing/Sales:*   1. Takes inquiries by completing inquiry forms and entering into tracking database. 2. Reviews inquiries with Director prior to sending a quote. 3. Conducts sales calls by phone or in person as well as email marketing to potential and past clients to generate business as needed. 4. Assists with updating departmental websites by providing appropriate information to the Administrative Assistant for data entry for marketing purposes. 5. keepsSocial media for the department current and active. 6. Prepare, send and follow up on quotes for inquiries for assigned events. 7. Conducts site tours as required for customers 8. Sends print or electronic materials to inquiries and potential clients as required 9. Assists with preparing and sending follow up surveys for assigned events and enrichment program to ensure client satisfaction and rebooking potential 10. Attends industry events or tradeshows as required to promote the department in relation to sales and marketing. 11. Communicates with schools specifically for enrichment programs to advise dates of programs, and process for registration and deadlines applicable. | **10%** |
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| *Finances:* **10%**   1. Tracks and follows up regarding required payments with clients for assigned events to ensure timely receipt. 2. Obtains Director approval and ensures all purchase expenses are in line with department annual budgets prior to placing orders. 3. Responsible for ensuring that any purchases made on department or business credit cards follow department procedures for authorization, allocating and tracking for proper submission.. 4. Supplies paperwork to Administrative Assistant to ensure purchase orders can be processed accurately and in a timely manner. 5. Ensures any invoices requiring internal transfers are completed and submitted to Administrative Assistant on a monthly basis. 6. Ensures expenses and revenues for assigned events are tracked and updated in consolidated spreadsheet on a regular basis to allow for proper budget management. 7. Generates, sends and follows up on invoices to clients for assigned events following department procedures. 8. Ensures all SOCAN and Re:sound licensing fees are collected and tracked for assigned events to allow for quarterly reporting. 9. Communicates regularly with Director to ensure all assigned events are fiscally sound and meet department expectations. 10. Ensures front desk staff are using and closing the Moneris Machine daily and accurately. 11. Ensures summer front desk float is checked and balanced regularly to ensure accuracy. |  |
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| *Department Operations:*   1. Assists with compiling assigned event information for department annual budget planning. 2. Participates in annual review of rates and selling prices for department products and services. 3. Participates in review of marketing materials annually or as needed. 4. Participates in review of student staffing needs bi-annually. 5. Participates in weekly staff meetings. 6. Participates in weekly summer logistics meetings with other internal departments. 7. Responsible for providing excellent customer service on a continual basis to all clients. 8. Responsible for proper use of department vehicles including van and golf cart as well as any and all keys/access cards assigned or used in conduct of job duties. 9. Checks and maintains applicable storage areas, as needed. 10. Ensures assigned event files are maintained to allow for good client management. 11. Act as a backup for trouble shooting issues with Enterprise software within the department. | **5%** |
| *Alcohol/Liquor License:*   1. Assists in supervising events involving alcohol services, as needed. 2. Ensures paperwork regarding bar services for assigned events is completed and submitted for data entry and tracking in a timely manner. 3. Communicates with Event Coordinator (Liquor License) for any special license requirements for assigned events to ensure compliance. 4. Responsible for understanding and relaying of information to clients to ensure compliance with LLA, AGCO and Campus alcohol policy as it pertains to assigned events. 5. Ensures staff at assigned events are following all alcohol service guidelines. 6. Ensures appropriate approvals are in place for any requests for alcohol charges to be applied to Trent account. 7. Tracks and report incidents involving alcohol for assigned events to the Director and Security. | **5%** |

#### Education

Minimum 3 year College Diploma in Event/Hotels/Hospitality Management.

#### Experience

* 3 years directly related experience in hotel operations (ideally front desk/housekeeping/audit) and event planning, including 1 year supervisory experience.
* Smart Serve Certification required
* Class Driver license required
* Knowledge of the Liquor License Act and its application
* In depth knowledge of Conference Programmer, Enterprise and Axiom software
* Sound decision making and conflict mediation skills
* Strong ability to multitask
* Strong organizational and interpersonal skills
* Intermediate computer skills, using Microsoft office programs
* Physically able to lift and carry at least 30 lbs.
* Willingness to work flexible hours.
* Evenings, weekends and holiday work will be required dependant on business booked.
* May not be able to take vacation during May to August

**Job Evaluation Factors:**

**Responsibility for the Work of Others**

Direct Responsibility

Student Staff

**Effort**

Physical:

* Required to lift and move tables and chairs. Volume of office work varies with most of it preceding and during summer conference season. Academic year demands are less frequent.