

QUEEN'S UNIVERSITY SUPPORT STAFF POSITION SUMMARY

DEPARTMENT: Event Services (Housing & Hospitality Services)

POSITION TITLE: Assistant Coordinator

POSITION NUMBER: 00500825

GRADE: 4

JOB SUMMARY:

Queen's Event Services, a department of Student Affairs, offers a full spectrum of professional event management services on campus. Our revenue and services support vital student life programs and contribute to the University's learning environment.

Our professional management services provide a wide range of event management services including, but not limited to, venue or meeting space rentals, food & beverage services and accommodation options in residences.

Working under the direction of the Event Coordinators, and reporting to the Event Services Manager, the Assistant Coordinator will support the planning, coordination and execution of events on campus. The incumbent will liaise with a wide range of internal and external clients, including faculty, staff, students, donors, corporate guests, conference planners and high profile campus guests.

The role includes assisting with event management, coordination and monitoring of partner services on campus, assisting with the development of client proposals, distribution of information and the coordination of services provided by internal and external partners. The Assistant Coordinator will provide on-site management as required to ensure client satisfaction.

DUTIES AND RESPONSIBILITIES:

- Assist the Event Coordinators with event management and logistics. As directed, perform the following duties:
 - Confirm and maintain event booking details.
 - Book and confirm venue; venue setup & dismantle; technical equipment/support; work with service partners when required.
 - Maintain client information in EBMS; maintain client confidentiality.
 - Manage accommodation reservations for group bookings.
 - Direct internal and external partners in service delivery; troubleshoot and liaise with client/service partners.
 - Attend and support events on campus as required.
 - Assist with data entry, information dissemination, filing, answer customer or service partner inquiry calls, attend meetings and perform other administrative tasks as required.

REQUIRED BACKGROUND:

- A two-year post-secondary program in Hospitality or Business Administration.
- Demonstrated experience in the hospitality and/or event management industry.
- Consideration will be given to an equivalent combination of education and experience.
- Candidates must possess a valid driver's license (G Class).

SPECIAL SKILLS:

- Excellent organizational and time management skills with the ability to multi-task on a regular basis
- Excellent interpersonal skills and communication skills, both oral and written
- Strong problem solving skills
- Ability to work well as a member of a team; ability to collaborate with others in a fast-paced environment
- Creative initiative with the ability to react quickly to customer requests
- Technical skills (particularly audio visual and classroom presentation technology)
- Good computer knowledge/skills, especially in a Microsoft Office environment. Aptitude for learning new software applications
- Knowledge of Queen's University building locations, facilities etc. would be an asset
- Ability to handle flexible work schedule, including evenings and weekends as required
- Ability to handle stress and maintain composure with clients and service partners
- Ability to prioritize work in a busy, stressful environment

DECISION MAKING:

- Prioritize work and determine when to advise Event Coordinator of conflicting demands.
- Determine how to respond to general inquiries, specifically in reference to client reservations. Determine when to refer to appropriate individuals.
- Determine timing and what information needs to be sent to service partners.

SUPERVISORY RESPONSIBILITIES: NONE

SIGNATURES:

Incumbent

Date

Supervisor

Date

Department Head

Date