POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE:	Assistant Coordinator	
DEPARTMENT:	Event Services (Housing & Ancillary Services)	
POSITION NUMBER:	00501829	
GRADE:	4	EFFECTIVE DATE: August 25, 2014

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 supervision and direction of the Event Coordinators, and reporting to the Manager of Operations, 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 oversight to ensure client satisfaction.

This schedule for this position requires the incumbent to work variable hours, including evenings and weekends.

KEY RESPONSIBILITIES:

- Assist the Event Coordinators with event management and logistics. As directed, perform the following duties. Levels of responsibility will vary based on the complexity of the event :
    - For events sold by the sales office, confirm event spaces are booked
    - Book and confirm technical equipment/support
    - Manage accommodation reservations for group bookings
    - Order food and beverage and update details as required
    - Arrange space details with appropriate service partners (diagrams, access, set ups, teardowns, cleaning)
    - Attend client meetings as required
    - Maintain client information in EBMS (Event database)
    - Ensure information is distributed to service partners in a timely fashion
    - Maintain client confidentiality
    - Attend and manage events on campus as required
    - Direct internal and external partners in service delivery, troubleshoot and liaise with client/service partners
- Assist with data entry, information dissemination, filing, answer customer or service partner inquiry calls, attend meetings and other administrative tasks as required.

REQUIRED QUALIFICATIONS:

- Two-year post-secondary program in Hospitality or Business Administration with experience in the hospitality and/or event management industry. Previous experience working in a customer service environment
- Valid Province of Ontario Class G driver's license required
- Knowledge of Queen's University building locations, facilities etc. would be an asset
- Consideration will be given to an equivalent combination of education and experience

SPECIAL SKILLS:

- Excellent organizational and time management skills with the ability to multi-task
- Excellent interpersonal skills and communication skills, both verbal and written to support and maintain relationships with clients and various departments, stakeholders, partners and staff
- 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
- Strong computer and office skills including use of a variety of software packages including MS Word, Excel and database entry and aptitude for learning new software applications
- Technical skills (particularly audio visual and classroom presentation technology)
- Ability to handle stress and maintain composure with clients and service partners
- Ability to prioritize work in a busy, stressful environment and maintain focus under pressure

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.

SIGNATURES: Date

_____ _____
Incumbent

_____ _____
Manager

_____ _____
Department Head/Director or Designate