

**JOB DESCRIPTION**

|                |                                 |       |                     |
|----------------|---------------------------------|-------|---------------------|
| Position       | Conference Services Coordinator | Hours | Averaging 35 hrs/wk |
| Classification | Hay                             | Date  | Aug 2015            |
| Dept           | Facilities Management           |       |                     |
| Reporting To   | Director, Facilities Management | Group | Non Union           |

**SUMMARY:**

- Coordinate and provide booking and logistical services for internal and external CBU clients requiring space for conferences, events, workshops, meetings, etc.
- Provide event coordination prior to and during events.
- Identify and develop new clients.
- Work with external agencies to market CBU facilities and services.
- Must enjoy working within a dynamic, entrepreneurial environment that is mission-driven and results-oriented.

**SPECIFIC RESPONSIBILITIES:**

- Manage CBU boardroom and event space scheduling utilizing software system.
- Advise clients/prospective clients (internal and external) about CBU facilities, services and rates via telephone, email or in person.
- Respond to new event inquiries in a timely and efficient manner.
- Prepare facility quotes, room layout diagrams, catering quotes, client contracts and invoices with attention to detail and accuracy.
- Facilitate in-person meetings with clients and on- and off-site service providers to determine event needs.
- Conduct facility tours with clients or potential clients in order to showcase the venue and event space.
- Liaise with internal service providers to ensure conference service clients receive professional level of meeting services such as physical set-up, catering, housekeeping, bar services, audio visual requirements, security, and room booking.
- Liaise with external service providers and venues for CBU events off campus.
- Review (and document) existing processes and procedures associated with conference services function. Identify opportunities for improvement and make recommendations.

## **QUALIFICATIONS:**

- Degree or diploma with a minimum of three years related experience in an event organization capacity. Preferably some familiarity with a university setting. Candidates with significant related experience may be considered.
- Superb organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Solid verbal and written communication skills as well as strong interpersonal skills and the ability to build relationships with stakeholders, including staff members, clients, and external partners.
- Highly resourceful team-player, with the ability to also be extremely effective independently. Demonstrated proactive approaches to problem-solving with solid decision-making capability.
- Proven ability to be adaptable to various competing demands and demonstrate the highest level of customer/client service and response.
- Emotionally mature forward looking thinker, who actively seeks opportunities and proposes solutions.
- Experience working with databases, spreadsheets, presentation programs such as Power Point.
- Proficiency in MS Office, email, web browser, Adobe Acrobat, scheduling and project management software and ability to learn updated and/or new software quickly.
- Ability to work occasional evenings/weekends as required.