



JOB DESCRIPTION

Position	Events Specialist	Date	Oct 2019
Classification	Hay	Group	Non-Union
Dept	Marketing & Communications		
Reporting To	Communications Manager		

PURPOSE:

The Events Specialist (ES) is responsible for the coordination, booking and logistical services for internal and external CBU clients requiring space for conferences, events, workshops, meetings, etc. The ES supports faculty and staff that wish to host an event on campus, liaising with campus service providers such as catering, IT, facilities, housekeeping, security, etc. Under the direction of the Communications Manager, with some day-to-day oversight provided by the Sr. Events Specialist, the ES ensures a positive brand experience for all clients. The ES also works with the Sr. Events Specialist to elevate strategic University events.

SPECIFIC RESPONSIBILITIES:

- Works with the Sr. Events Specialist to enhance the CBU brand through creative execution of strategic university events;
- Work with the Sr. Events Specialist to position CBU and its facilities as a premier events venue;
- Advise clients/prospective clients (internal and external) about CBU facilities, services and rates via telephone, email or in person;
- Ensure event exhibits and/or enhances the brand experience of CBU and the quality of CBU events;
- Ensure CBU brand placement at each event;
- Manage CBU boardroom and event space scheduling by utilizing the CBU software system;
- Respond to new events 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 or potential clients in order to showcase the venue and event space;
- Liaise with internal service providers to ensure clients receive professional level of meeting services such as physical set-up, catering, housekeeping, bar services, audio visual requirements, security, and room booking;

- Review and document existing processes and procedures associated with conference services function. Identify opportunities for improvement and make recommendations;
- Assist with supervision and training of work study students and summer Conference Assistants;
- Handle customer complaints and correspondence;
- Ensure that all legal, health and all other regulations are followed; and
- Be on site to proactively manage issues that arise and serve as point person in charge of managing all event logistics

QUALIFICATIONS and SKILLS:

- 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 communications 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 demonstrates the highest level of customer/client service and response.
- Emotionally mature forward-looking thinker, who actively seeks opportunities and proposes solutions.
- Excellent customer service orientation;
- 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
- Excellent time management and communication skills
- Attention to detail imperative, high energy, flexibility, discretion and sound judgment required.

Events Specialist

Date

Human Resources Department

Date

Established:	Aug 2015
Evaluated:	Aug 2016
Revised:	Oct 2019