

# Events Coordinator

## Permanent, Full-time

With 200,000 square feet of convention space, a central location in the Fallsview Entertainment District, walking distance to 4,000 branded guest rooms and easy access to wine country, you can *plan to be impressed* by Niagara Falls Convention Centre — Niagara's largest meetings and events facility.

The **Event Coordinator** is the primary administrative support to the Director of Events and Event Management team and assists in the overall efficient operation of the Events Department.

The ideal candidate for this position is someone who is passionate about their role within our organization; professional by nature; committed to achieving success; and accountable for themselves.

**Reports to:** Director of Events

**Essential Purpose:** To provide support to the Events Team

**Key Responsibilities include but are not limited to (Schedule A):**

- Assisting Event Managers as required with the creation of Event Resumes, Floor Plans, Change Log Reports, the tracking and collection of event deposit payments and other administrative needs related to the success of event planning for guests.
- Following up with clients on outstanding signed documents and final guaranteed attendance numbers;
- The daily distribution of information such as change log reports, dietary restrictions, and floor plans;
- Attending team meetings as required;
- Review of upcoming events, ensuring files have appropriate documentation in accordance with department policies and procedures;
- Maintenance of Event Department files and data;
- As assigned enters event details into EBMS according to internal policies and procedures to ensure effective communication of details to other internal departments and partners;
- Maintains records and prepares reports and correspondence as necessary;
- Presents event-related information in a concise, professional and accurate manner as required;

**plan to be impressed.**

- Assists in planning and promotions for the facility's own in-house productions & events;
- Assists in the collection of Event Deposits.
- Interacts with the other facility staff in a courteous, cooperative and professional manner;
- Assures that Floor Supervisors / Guest Services Manager are familiar with set-up requirements and able to satisfy requirements in accordance with client agreements, safety, fire and health codes and procedures;
- May be responsible for beginning and ending inventory of merchandise items (souvenirs, flowers, posters, etc.) and collects appropriate fees;
- Works irregular schedule when required to ensure proper execution of events and activities scheduled in the facility;
- May become Manager on Duty during events and in emergency situations.
- Communication of event logistics to Guest Services Manager and/or Floor Supervisor
- Such other duties, functions, special projects as may be assigned.

### **Required Skills and Characteristics:**

- Ability to coordinate and satisfy the requirements for multiple events occurring simultaneously;
- Deal tactfully and work effectively with clients, other employees, and members of the public;
- Ability to resolve problems and complaints in accordance with service standards and established policies and procedures;
- Ability to read, listen and communicate effectively in English, both verbally and in writing
- Identify potential problems and make necessary plans for corrective action;
- Follow directions with minimum instructions;
- Take initiative to improve processes, procedures, and event logistics
- Possesses a valid driver's license;
- Strong computer skills – Microsoft word, Excel, EBMS or other event management software
- Proven administrative / organizational skills
- Highly motivated self-starter, strong customer service philosophy is a must;
- Ability to work independently and in a team focused environment;
- Ability to juggle multiple tasks quickly and efficiently;
- Flexibility to work various shifts and weekends is a must;



### **Education / Experience:**

- 1-3 years of related work experience in an Event Coordination role
- Previous working experience in hospitality or tourism
- Advance working knowledge of room set-ups and conference services
- Diploma in business, hospitality or event management preferred

### **Work Conditions and Physical Capabilities:**

- Fast-paced environment
- Requires work under pressure
- Tight deadlines
- Attention to detail
- Combination of sitting, standing, walking, standing for extended periods
- Must be flexible to work all shifts supporting a 24/7 operation

### **Compensation Range**

\$40,000 - \$42,000

### **How to Apply**

Email your resume and cover letter to [careers@fallsconventions.com](mailto:careers@fallsconventions.com) with the subject heading "**Event Coordinator.**"

Niagara Falls Convention Centre welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all candidates for their interest and will directly contact those selected for an interview.