

THE RECC.CA

JOIN THE TEAM

RATH EASTLINK COMMUNITY CENTRE

Booking and Events Coordinator

Full Time - 1 year term position: Maternity Leave Coverage

WAGE: Negotiable, based on experience

Benefits package | 2 weeks' vacation | Special Leave and Holiday Pay | Full RECC Facility Family Membership

The Booking and Event Coordinator (BEC) is a vital component to ensuring successful partnerships with anyone booking the RECC for either small scale or large events. Responsible for fulfilling key administrative duties associated with bookings and event planning, the BEC acts as the point of contact for rentals and vendors of secured events as assigned by the General Manager or Director of Hospitality and Events.

Recognizing that excellence in customer service ensures repeat business, the BEC routinely goes the extra mile to provide quality service to those renting RECC facilities for events of all sizes. From vendor response for fairs and trade shows, and full facility rentals, the BEC is the liaison who ensures that communications, contracts and schedules between the client and various RECC departments is clear, concise and timely.

The BEC will focus on effective interdepartmental communication and ensures that all impacted departments have timely notice of bookings, changes, and cancellations, and troubleshoots when last minute changes or unexpected challenges occur in regards to events. The BEC will support the GM in coordination of contract negotiations, board reports, scheduling and other tasks as assigned.

The BEC must maintain a strong commitment to delivery of high quality customer service experiences for both internal and external customers, ensuring clear and concise communication at all times. Valuing team work, modeling a commitment to integrity, and demonstrating the utmost in professionalism, the BEC will be a key contributor to the RECC's continued growth in the events business.

DUTIES AND RESPONSIBILITIES (Included, but not limited to)

RISK MANAGEMENT

- ▶ Ensure adherence to all PIPEDA guidelines, enforcing strict protocols around the use, storage, and shredding of confidential information as per RECC guidelines, and using password protection with regular updates of passwords on all systems.
- ▶ Perform regular risk management assessments of areas being used for bookings and request 'day of' risk management assessments from the Operations Department just prior to all large scale events.
- ▶ Adhere to all RECC occupational health and safety policies, and assume an active role in risk reduction while working with other RECC staff to prep for, facilitate, and tear down events.

CLIENT SUPPORT SERVICES (RENTALS/EVENTS/BOOKINGS)

- ▶ Assume the role of liaison between rental/event clients and the RECC, functioning as the client point of contact to ensure their needs are sufficiently met during every aspect of the rental experience
- ▶ Provide exceptional customer service in complaint resolution in order to ensure repeat bookings, and continued partnerships with promoters
- ▶ Provide tours for potential renters, as required, skillfully answering questions related to bookings and rentals
- ▶ Proactively identify and address concerns that may create challenge or irritation for rental/event clients, employing the support of the RECC team to effectively resolve those issues prior to clients use of the facility
- ▶ Skillfully create opportunities to provide memorable customer interactions with event/rental clients, encouraging repeat bookings (use of first name, provision of coffee/tea during meetings, etc.)

RENTALS AND EVENTS SUPPORT AND COORDINATION

- ▶ All event related duties will be assigned by the Director of Hospitality and Events, the Director of Recreation and Leisure Services or the General Manager.
- ▶ When requested by the aforementioned, collaborate with all Directors to develop detailed timelines that ensure seamless delivery with top quality service for every large scale event.
- ▶ Collaborate with the Director of Operations as requested, in order to ensure that the facility is adequately prepared for every event, as per specifications.
- ▶ Maintain a flexible schedule to ensure attendance to all major events unless otherwise directed by the General Manager, Director of Recreation and Leisure Services or Director of Hospitality and Events.
- ▶ Ensure routine feedback to the GM on concerns of sub-standard performance or unprofessional conduct of any RECC staff during the facilitation of events and rentals.

BOOKINGS

- ▶ Ensure accuracy of all contracts, registrations, agreements, and other data entry as it relates to bookings and events. Conduct research, collect and analyze data, and prepare reports and documents as required.
- ▶ Maintain a high level of competency with the Perfect Mind software.
- ▶ Maintain an online calendar in Perfect Mind for all bookings and events that can be accessed by all Management Team members.
- ▶ In conjunction with the Director of Finance, monitor Perfect Mind account receivables as they relate to bookings and events to provide AR support as required.
- ▶ Act as point of contact and maintain an accurate schedule for all bookings; while proactively pursuing, maintaining and soliciting corporate meeting/Millbrook room rentals.
- ▶ Record and prepare invoices for all bookings and facility rentals in accordance with approved current finance procedures.

ADMINISTRATION

- ▶ Ensure registration for all camps, craft fairs, etc. are facilitating in an unbiased, fair, and timely fashion.
- ▶ Provide support with Perfect Mind registrations for all programming as required by any department manager or director (swim lessons, fitness specialty etc.) via established best practices.
- ▶ Attend all departmental and management team meetings, as requested and provide accurate notation for all attended meetings. Maintain flexibility of schedule, investing the time necessary to execute this role with excellence.
- ▶ Assist with hiring, access control and other high end administrative tasks for Directors and Department Heads as needed.
- ▶ Assist with grant applications and reporting as needed (Provincial/Federal Student grants etc.).
- ▶ Maintain a client list for future solicitation and opportunities to be use by Director or General Manger request only. Other duties, as assigned by General Manager.

QUALIFICATIONS AND REQUIREMENTS

- ▶ Completion of High School or equivalent.
- ▶ Post-secondary education in office management or event planning.
- ▶ Minimum three years' experience in a customer service/sales environment.
- ▶ Minimum two years' experience in office administration.
- ▶ Experience in handling large amounts of cash and financial transactions.
- ▶ Strong interpersonal skills, with the ability to effectively connect with diverse people groups.
- ▶ Intermediate to exceptional computer skills, including competency in Microsoft Word, Outlook, Excel, and database systems.
- ▶ Highly developed organizational and time management skills with the ability to multi-task, handling competing priorities and deadlines effectively and efficiently.
- ▶ Critical thinking skills that allow for appropriate prioritization and delegation of tasks.
- ▶ Ability to function with a high level of professionalism, with conscious attention to ensuring confidentiality regarding all interactions.
- ▶ Conflict Resolution training or relevant experience.

! Current Criminal Record and Child Abuse Registry Checks are mandatory conditions for RECC employment. They must be completed and submitted before any training will begin. Wage offered is based on previous experience and level of training and/or certifications.

COVER LETTER + RESUME SUBMISSION: DIRECT TO ► MSMITH@THERECC.CA

We welcome cover letters and resumes from all qualified applicants. However, only those selected for an interview will be contacted.