



## **POSITION DESCRIPTION**

Position Title: Event Assistant  
Department: MacEwan Conference and Event Centre (MCEC)  
Employment Type: Full time (35 hours per week), Monday to Friday

## **SUMMARY**

Reporting to the Manager, Events and Catering Services, the Event Assistant is the front-line representative of the MacEwan Conference and Event Centre (MCEC) and is responsible for providing information services to students, clients, and the public. The Event Assistant serves as the primary administrative support for all Food and Beverage (F&B) departments.

The Event Assistant is responsible for the effective coordination of internal client event bookings. The position manages the Vendor Table Program with a focus on contributing to and increasing MCEC revenues. It participates in the sales cycle as required.

## **KEY RESPONSIBILITIES**

### ***Event Administration and Sales***

- Assist the Sales and Marketing team by researching market segments and prospecting potential clients.
- Produce sales mailers and client letters as required.
- When opportunity permits, complete the sales and coordination cycle, while keeping the Director, Sales abreast.
- Coordinate and manage small club bookings and table booking program in the MCEC.
- Prepare proposals, contracts, and enter bookings information for the Sales and Marketing team and the Event Coordinators.
- Input all delivery and event details including room booking, set-up and food and beverage requirements as requested by the Sales and Marketing team and/or the Event Coordinators.
- Effectively communicate with involved parties to ensure a successful event.

- Liaison daily with the SU Clubs Office.
- Provide prompt and accurate costing and billing plus timely receipt of payment.

### ***Table Vendor Program***

- Manage and market the Table Vendor Program including site tours to prospective and existing clients.
- Coordinate all facets of the Table Vendor Program including invoicing, tracking revenue, providing client service and daily supervision of area.

### ***Administrative Duties***

- Respond to inquiries about the MCEC, provide information and advice with a focus of selling to prospective clients, related to services, events, programs and activities provided by or promoted by the MCEC department.
- Provide general day-to-day administrative support to the MCEC and F&B departments (including: update daily events board, produce door and table signage, print buffet tags and kitchen labels).
- Serve as receptionist and direct a variety of visitors including clients and the public.
- Assist with office archiving for MCEC office and provides knowledge and support to staff regarding file management standards.
- Process incoming and outgoing campus and off-campus mail; accept and sign for delivered packages; arrange for outgoing courier deliveries; distribute fax messages.
- Maintain and manage inventory and orders related to stationery and office supplies, and ensure business center area, storage room and entire office are neat, orderly, and well maintained.

### **RECOMMENDATIONS, DECISION AND AUTONOMY OF ACTION**

The position works with minimal supervision on assignments that typically utilize established methods, standard practices and/or well-defined precedents. Day-to-day work requires independent judgment in handling a variety of conventional problems and situations. Judgment is mainly logistical and/or operational, in that choices are generally made as to what and how the operations are completed, with reasoning required to select the best practical course of action. Unusual or unique situations are referred to the Director, Sales. This position shares in the responsibility to enhance revenues and profits of the department.

Internal Contacts: Regular interaction with direct manager and MCEC department co-workers. Frequent interaction with the Kitchen, Den and Student Services staff and management to: exchange and collect information; receive and provide information, instructions or technical advice; assist with interpretation of procedures and policies; and/or relay and receive facts, perceptions, opinions, etc. for the purposes of problem-solving, error-detection and customer-service.

Regularly interacts with on and off campus service and product providers/contractors to fulfill departmental and client needs.

## **WORKING CONDITIONS**

The position works in an office and client service environment with extended periods at a computer, sitting or standing. The nature of the role and work environment may include short project deadlines, interaction with clients and frequent interruptions to the flow of work.

Occasionally, the role may be required to perform duties associated with event planning including tasks located throughout campus, in the meeting rooms, serveries and/or MCEC storage areas. Some additional hours, beyond the normal work week of Monday to Friday 8:30 AM to 4:30 PM, may be required during peak times of organizational activity.

The position's physical requirements may include the ability to perform lifting (10 to 30 lbs.) as required and/or daily repetitive motions (keyboard input, walking and bending).

## **REQUIRED COMPETENCIES**

- Excellent customer service skills to assist in determining customer needs and providing appropriate levels of assistance in a high energy and multi-faceted environment.
- Demonstrated verbal and written communication skills to support communicating with customers and staff via all modes (face-to-face, telephone, fax, letter, email) in a positive, professional, and courteous manner.
- Superior interpersonal skills to interact positively, courteously, and professionally with customers and staff.
- Ability to deal with difficult or demanding customers, students, and members of the public.
- Ability to negotiate timelines and manage expectations with all stakeholders and clients.
- Strong organizational skills and time management skills, with the ability to multi-task and manage priorities to meet daily work deadlines and manage and update ongoing events.
- Ability to work independently with minimal supervision.
- Refined judgment and discretion to manage sensitive and confidential client information.

## **EDUCATION AND EXPERIENCE**

University degree or college diploma in office/business administration and/or hospitality management with a minimum of two (2) years of relevant administrative and event experience. An equivalent combination of education and experience will be considered.

Experience gained with the hospitality industry is preferred. Previous experience using event management or property management software (Opera) and working within a university setting would be considered an asset.