

Creativity is in our nature. Is it in yours?



## Position Description: Client & Event Services Coordinator

**The Maury Young Arts Centre is a vibrant and bustling arts and events venue. We are looking for a positive, driven and engaging individual who is excited to be a part of a venue sales and operations team and dedicated to delivering service excellence.**

As a primary contact between the venue and event clients you will coordinate exceptional client and event services from client confirmation through to completion of their booking. You will also perform day to day venue operations and engage customers at our arts & culture information desk. If you are friendly and customer focused; thrive in self-directed and team work; and have a background in event operations and sales then this position is for you!

The Client & Event Services Coordinator will report directly to the Venue Sales & Services Supervisor with additional duties delegated by the Client Services & Venue Manager.

**Full-time position:** 32-40 hours per week. Must be flexible and willing to work some nights, weekends, and holidays.

**Apply immediately.** Applications will be considered as received.

**Apply to:** [getinvolved@artswhistler.com](mailto:getinvolved@artswhistler.com) | Attn: Susan Holden | Please apply with resume, cover letter and any additional material that demonstrates your fit for the role.

### What we are looking for:

#### Client and Event Services

- You will work with venue clients to establish an event agenda and services tailored to their needs. You have excellent product knowledge, a professional manner and commitment to meeting and exceeding the client's objectives.
- You have strong interpersonal skills and an ability to think well "on your feet", and will serve as supervisor on duty and performer/client liaison during events.
- You enjoy both time at your desk and the more active work of comprehensive event set-up, tear-down and execution.
- You exercise sound judgement to ensure the safety of patrons, volunteers, and staff through emergency procedures, conduct policies, and responsible service of alcohol policies.
- You demonstrate leadership, by briefing and overseeing staff and volunteers working on events. You will also prepare event briefs and hand-over to staff.
- You're forward thinking and organized by keeping ahead of upcoming bookings and providing organization-wide team updates on venue bookings and hold operational meetings with the venue team.
- You help strengthen client relationships and retention through prompt client follow-up, post-event feedback and assisting the Venue Sales & Services Supervisor with maintaining bookings.
- You will create accurate contracts for all off-site equipment rental requests and internal client room bookings.
- You will organize and manage event listings, box office services, food and beverage services, special event rentals, as well as bar and confection services.

#### Customer Service and Venue Operations

- You have attention to detail, bring a positive attitude and take pride in our venue and customer service experience by executing day to day operations for the venue and providing welcoming and helpful customer service at the front desk.
- You'll share responsibility in executing the venue housekeeping roster, office administrative duties and Gift Shop upkeep.

- ◆ You lead by example and assist in training front desk and event support staff in best practice customer service and procedures.

### **Sales**

- ◆ You will help our goal-oriented team drive sales initiatives and deliver on revenue targets, by responding to venue booking enquiries in a prompt and knowledgeable manner.
- ◆ Using your product knowledge and understanding of client needs, you will propose our products and services where appropriate.
- ◆ You'll help identify new business leads and growth opportunities within existing client base and host venue familiarization tours.

### **General**

- ◆ Arts Whistler is a team-oriented environment, so we will look to you for assistance with other duties as needed, including on Arts Whistler signature programs and events.

### **Other Qualifications and Attributes:**

- ◆ 2-3 years of experience working in event operations and sales within an event venue, hotel or similar will really help you excel in this fast-paced and diverse role.
- ◆ You have the ability to sustain physical activity including walking up and down stairs, pushing carts, lifting and setting up tables and chairs, etc.
- ◆ Solid administrative experience, as well as knowledge of Microsoft Office Suite and social media application proficiency are a must.
- ◆ Bonus points if you have working knowledge of event equipment and A/V, Occupational First Aid Level 1, Serving it Right Certificate, and Class 5 Drivers License.