

## **JOB AD**

### **Student Event Coordinator**

**Organization:** Ontario Place Corporation

**City:** Toronto, Ontario

**Job Term:** April 2021 – September 2021 (Term varies depending on positions)

**Salary:** \$14.25 to \$15.10 per hour

**Hours:** up to 36.25 hours / week, must be available evenings, weekends and holidays

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- Do you thrive in a client-service environment and possess demonstrated problem-solving, communication and organization skills?
  
- Ontario Place Corporation (OPC) seeks an engaging, outgoing and enthusiastic individual to be part of the Product and Experience Development Team, providing clients with exceptional stakeholder experiences.

AMENDMENT: Please note the posting period has been extended.

### **What can I expect to do in this role?**

You will:

- Assist with the complete lifecycle of events, this will include inquiries, bookings, client correspondence, development of quotes, agreements and invoicing
- Administer, coordinate and oversee load in, event and load out for event bookings at Ontario Place
- Coordinate the preparation of events, which will include liaising with external (clients and service providers) and internal stakeholders (operations, security and janitorial teams)
- Attend meetings as required/related to the execution of events
- Maintain excellent client/customer relations, identify problems as they emerge and manage conflict resolution
- Provide quality phone, online and in-person customer services delivering timely and accurate information related to all Ontario Place events, activities and services; this includes responding to customer complaints and resolving customer issues
- Regularly update key documents (work orders, event plans and schedules) and distribute as required
- Utilize databases, to gather/enter information and data for reports and assignments
- Other duties as assigned by the Supervisor

### **How do I qualify?**

#### **Event Management and Coordination Skills**

- You have previous event experience working in a coordination or assistance role
- You have excellent time management and organization
- Completed or enrolled in a hospitality/tourism or event management program from a recognized college or university

#### **Customer Service and Communication Skills:**

- You are a clear, concise oral communicator and can ask appropriate questions to better understand customer inquiries before responding
- You have written communication skills to prepare correspondence
- You have exceptional interpersonal skills to interact with the public and resolve customer complaints

#### **Problem Solving and Analytical Skills:**

- You have demonstrated analytical and problem solving skills to probe for information, assess situations and determine appropriate course of action

- You can effectively analyze information to determine the underlying needs of the customer beyond those that may have been initially expressed
- You demonstrate judgement and tact when interacting with customers

**Collaboration and Organizational Skills:**

- You have flexibility and collaboration skills to effectively work in a team-driven environment and ensure that operational requirements are being met
- You can interact with other team members to discuss varying points of views, ideas and opinions to help make decisions
- You have planning and organization skills to organize and prioritize workloads

**Computer Skills:**

- You are proficient with word processing, spreadsheet, database, email and internet applications
- You have experience using computers (i.e. Intranet, Internet, databases, and electronic manuals) to research, retrieve and summarize information

**Qualification Requirements**

**How do I qualify?**

**Mandatory**

1. **Student Status:** All summer jobs require a “student” status. A student is defined as someone enrolled in a secondary or post-secondary institution (currently or for the fall semester) or has graduated within the past six months. If you graduated in January, you could apply for and start a summer student position in the Ontario Public Service up until June of that year.
2. **Age:** You must be a minimum of 18 years of age. There is no maximum age limit for applying to summer student positions. Age parameters will be provided on the job advertisement and you must meet all age requirements by May 1<sup>st</sup>.
3. **Residency:** You must be a resident of Ontario during the term of employment.
4. **Work Status – Ability to Work in Canada:** You must be legally entitled to work in Canada. You are also required to have a valid Social Insurance Number (SIN) upon being hired.

**Conditions / Environment:**

- Work is performed in both an indoor and outdoor environment.

**How to Apply**

Please submit a resume and cover letter to [hr@ontarioplace.com](mailto:hr@ontarioplace.com) quoting the position number and title: **Job # 3239 – Student Event Coordinator** in the subject line.

The deadline to apply is **Monday February 15, 2021 11:59 pm EST**. Late applications will not be accepted.

We thank you for your interest. Only those selected for further screening or an interview will be contacted.

For additional information about Ontario Place, please visit [www.ontarioplace.com](http://www.ontarioplace.com)