

EVENTS AND SCHEDULING COORDINATOR

Cole Harbour Place is a 200,000 square foot sport and recreation facility located in Cole Harbour, Nova Scotia. We are here to serve and accommodate members of our local and surrounding communities to achieve their personal health and wellness goals. The facility includes pools, rinks, weight room and training centre, dance and fitness studios, spin studio, squash courts, various meeting rooms as well as multiple community minded tenants.

POSITION SUMMARY

As Events and Scheduling Coordinator you will be responsible to oversee all external facility bookings and to ensure a seamless experience for the end user. You will be the first point of contact for ice rentals, birthday parties, community room bookings as well as any larger events that occur within the facility. Your responsibilities will include but are not limited to, invoicing and ensuring payment is received in a timely manner, promoting the amenities within the facility, exploring future growth opportunities as well as working towards maximizing space utilization within the facility. You will be required to be present for larger events regardless of the day they occur. Exceptional customer service is paramount.

The Events and Scheduling Coordinator will report directly to the Athletic Director and work closely with other department heads. This position requires full-time work, 40 hours per week, with flexibility in hours and days worked to accommodate the needs of the facility.

RESPONSIBILITIES

- Respond to customer queries in a timely fashion with a service first attitude
- Regularly liaise with existing and potential customers to ensure a positive working relationship exists
- Work with and communicate with internal staff to ensure a seamless customer experience through all departments
- Promote and book facility amenities for external users
- Oversee events to ensure exceptional customer satisfaction
- Create invoices and coordinate collection of payments
- Hire and manage events support staff if required
- Provide content for website and social media channels
- Assist other staff whenever possible

QUALIFICATIONS

- Recognized certificate in Communications, Recreation Management, Administration or related discipline, or equivalent combination of education and experience
- 1 – 3 years' experience in a similar role
- Strong background in scheduling with an understanding of sport and recreation
- Ability to work independently or as part of a team
- Demonstrate excellent verbal, written and oral skills
- Strong coordination and leadership skills
- Highly detail oriented with an ability to multi-task
- Proficient in Microsoft Word and Excel (SAP an asset)
- Knowledge and understanding of basic financial principles
- Willingness to do what it takes to get the job done

COMPENSATION

Salary will be competitive and based on education and level of experience

WHAT'S IN IT FOR YOU?

- Group benefits and pension plan
- Free family membership to Cole Harbour Place
- Paid Vacation
- Free Parking
- A dynamic work environment committed to extraordinary staff and customer satisfaction

Please note that Criminal Record and Child Abuse Registry checks will be required as part of the hiring process

APPLICATION PROCESS

To apply, please submit a covering letter and resume outlining how you meet the specific qualifications listed in the job posting to Mike Cogdon at mcogdon@coleharbourplace.com no later than 5:00 pm on July 20th, 2018.

Please include the position you are applying for in the subject line. Failure to properly identify your application or attach working documents will result in your application being omitted.