



Booking Coordinator

Description:

Reporting to the Active Living Manager, Booking Coordinator works with the Bookings Department and is responsible for providing exceptional customer service to both existing and prospective special event, sport, and other facility user groups. The incumbent will also assist in establishing booking systems/processes, building external relationships, revenue tracking and analysis, marketing, and communications, while fulfilling a leadership role with front line staff during special events.

Employment Terms:

- Wage: \$25/hour
- General Hours Monday – Friday: 9AM - 5PM, with flexible hours for evenings and weekend coverage of special events
- Length of term TBD (This position is supporting a Maternity leave with a potential return between February -June). 4 weeks' notice will be given before end of term.
- Expected start date immediately.
- Free NECCS family facility pass; Free on-site parking and close to C-Train
- This position will be supported by the summer student program which requires candidates to be under the age of 30 years old.

Roles and Responsibilities:

- Facilitate the entire booking process for special events of clients: market/sell, schedule events, collect payment, pre-event coordination, execution on the day of booking, and post event follow-up).
- Act as “point person” for special events, with a hands on-role of completing set-up and take-down.
- Effectively communicate with staff and clients regarding special event execution including staffing requirements, space and equipment needs, scheduling, set up and take down expectations, policies, and required adjustments.
- Provide exceptional customer service to manage all customer enquiries, requests, and complaints
- Provide support and act as back-up to other Bookings Department portfolios.
- Assist with the review and establishment of rental rates, conflict resolution and special events criteria and procedures.
- Handle cash and operate equipment – cash register, credit/debit machine, printers, camera, photocopier and computer.
- Build and nurture strategic alliances and partnerships with internal and external user groups, donors and the community.
- Have a thorough understanding of various aspects of the business including strong knowledge of the facility layout, facility passes, programs, bookings day sheet, public and special event schedule, and emergency procedures.
- Assume a leadership position, acting as a problem solver and decision maker when Managers are not present, during emergencies, security threat, and first aid situations ensuring the NECCS image is always maintained.
- Provide support to NECCS staff during day-to-day operations.

Skills and Abilities:

- Experience in coordinating special events including sell and facilitate booking requests, collect payment, pre-event coordination, execution on the day of booking, and post event follow-up.
- Previous leadership experience with the proven ability to problem solve and work without supervision.
- Must possess excellent customer service skills, outstanding telephone etiquette and ability to communicate fluently in English. Multilingualism and experience in sales is an asset.
- Experience and knowledge of Intelli-Leisure (or similar recreation facility management software) is an asset.
- Excellent organizational, multi-tasking and conflict resolution skills
- Ability to undertake facility booking and special event set-ups and take-downs.
- Strong computer literacy

Position Requirements:

- Standard First Aid/ CPR certification and Police Background Check required prior to employment.
- Post-secondary level of education preferred, with transferable skills relevant to the job duties.
- Ability to lift up to 50lbs and capable of moving heavy equipment.
- The ability to work flexible hours, in a fast-paced, team oriented yet self-directed work environment.