

**Job ID:** SCHII-23-43  
**Job Title:** Senior Conference Coordinator  
**Department:** Food & Conference Services  
**Campus:** Orillia, ON  
**Status:** Full-time, permanent  
**Job Category:** Non-union

**Date Posted:** October 13, 2023  
**Closing Date:** October 27, 2023

## Why Lakehead University?

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Lakehead's Orillia campus is a thriving academic community in which you can make a real difference as part of our team. Your unique ideas will be respected and encouraged. Because we are small and mighty, your commitment to innovation and collaboration are essential. Lakehead Orillia is located in the heart of Ontario's Lake Country, offering year-round opportunities for recreation, culture, and heritage.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. For the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

## About this Job

The Senior Conference Coordinator is responsible for the leading, coordinating and invoicing of all internal and external food and conference services events, including in-person and virtual events. They will oversee all details of the event, from initial request, quote, contract, day-of supervision (evening, weekends included), and final billing details. They coordinate support from internal departments and supervise employees to ensure prompt, courteous and efficient food & beverage and event services. The Sr. Conference Coordinator must keep track of event-related and staffing-related timelines, manage their work schedule around event needs, and ensure all event details are covered. After the first year of work, training and mentoring new, junior, and student staff will be on-going.

## Job Duties

- Responds to phone, email and in-person inquiries
- Interacts with staff, faculty, students and clients providing them with information and customer service for event needs
- Creates proposals, contracts and action sheets for distribution to internal external stakeholders
- Direct and manage all activities related to events
- Provide professional, knowledgeable, friendly and engaging service, responsibility for staff and ensuring that all service standards are followed.



# Employment Opportunity

- Represents Lakehead University residence, food & conference services at external and internal events to further build Lakehead's external relations and solicit business
- Follow space booking procedures to confirm space for internal and external events
- Website review and update as required
- Be able to work flexible hours and flexible work week based on needs of client events (evenings, weekends, early mornings)
- Be available to be on call during event times
- Ensure accurate record keeping of events & clients in management program 'STS Cloud'

## Qualifications

- A post-secondary education with relevant work experience in sales, hospitality, catering/food services and event management
- High degree of computer proficiency including experience with virtual and in-person event planning.
- Excellent communication, interpersonal, and customer service skills, including tact and courtesy.
- Strong ability to make sound decisions, respond to changes and situations, and multi-task a variety of high priority duties under pressure of deadlines and frequent interruptions are essential.
- Strong organizational, time management, problem-solving skills and the ability to work as part of a team as well as independently with minimal direction and supervision in a fast-paced, dynamic environment is crucial.

## Working Conditions

- Varying hours and days of work to accommodate event schedules
- Office environment

## What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

## How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email [careers@lakeheadu.ca](mailto:careers@lakeheadu.ca) for assistance.

**We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.**



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Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or [human.resources@lakeheadu.ca](mailto:human.resources@lakeheadu.ca) to make appropriate arrangements