

# Employment Opportunity

**Job ID:** SCHII-24-39  
**Job Title:** Conference Services Coordinator  
**Department:** Food and Conference Services  
**Campus:** Thunder Bay Campus  
**Status:** Full-Time, 12-Month Contract  
**Job Category:** Schedule II  
**Date Posted:** June 4, 2024  
**Closing Date:** June 18, 2024

## Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small-city affordability, big-city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit [thunderbay.ca](http://thunderbay.ca).

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, 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. 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:

Lakehead University's Food & Conference Services department is seeking a dynamic and experienced Conference Services Coordinator to lead the coordination, invoicing, and management of all internal and external events including virtual and hybrid events. This role is central to ensuring the delivery of prompt, courteous, and efficient food and beverage and event services.

## Job Responsibilities:

- **Administrative Duties (10%):** Manage inquiries, prepare event documentation, follow up on contracts, and provide administrative support for events.
- **Event Management (50%):** Direct all event-related activities, manage client expectations, supervise staff, and ensure compliance with service standards.
- **Policies & Risk Management (10%):** Oversee the application of risk mitigation plans and enforce compliance with safety and food handling guidelines.
- **Sales & Marketing (15%):** Engage in proactive sales efforts, represent the university at trade shows, and assist in social media marketing.

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- Food and Catering (10%): Manage catering requirements, liaise with food service providers, and ensure high standards of food safety.
- Other Duties (5%): Assist with strategic planning and support various departments as needed.

## Qualifications:

- Minimum 3 years of experience in the hospitality sector.
- Post-secondary education in Hospitality Services, Hotel Management, Catering/Food Services, or Event Management.
- Excellent customer service, organizational, and communication skills.
- Flexibility to work on-call during events and outside regular hours.
- Proficiency in Microsoft Office, virtual event platforms and
- knowledge of audio-visual setups.
- Valid driver's license.

## Working Conditions:

This role requires considerable physical effort and involves moderate physical and mental stress due to the nature of event coordination. Candidates must be prepared for on-call duties and flexible working hours, particularly during the peak season from April to September.

## What do We Offer?

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

Lakehead University has a commitment to supporting employees and providing opportunities for flexible and diverse work arrangements. We are proud to share the [Alternate Work Arrangement Guideline](#) as a step to creating innovative schedules that work for our employees to promote a quality work-life balance. Please inquire with the hiring manager if this position is eligible for an Alternate Work Arrangement.

## 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.



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**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.**

**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**