

Employment Opportunity

Job ID: OR-24-07
Job Title: Senior Conference Services Coordinator
Department: Food and Conference Services
Campus: Orillia
Status: Full Time, Permanent
Job Category: Schedule II
Date Posted: June 4, 2024
Closing Date: June 18, 2024

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. 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:

As the Senior Conference Services Coordinator, you will take the lead in planning, coordinating, and executing a variety of food and conference service events, both internal and external within the University Framework and in partnership with the Thunder Bay team.

This role includes managing virtual and hybrid events as well as special residence life events. Your role will encompass meticulous oversight of every aspect of these events, from the initial engagement with clients to the follow-ups post-event, ensuring the delivery of high-quality service that meets client expectations.

Job Responsibilities:

Administrative Duties (10%): Address inquiries, interact with diverse stakeholders, prepare essential event documents, maintain accurate administrative records, and manage client budgets efficiently. Training junior staff including coordinators, scheduling and assigning jobs to student staff.

Event Management (40%): Oversee all facets of event planning and execution, establish strong relations with clients and internal departments, address and resolve issues, uphold organizational policies, and supervise the staff and students involved in organizing events.



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Event Duties (20%): Manage the logistics of facilities and food setup, arrange audio-visual and virtual conference services, ensuring smooth operation and client satisfaction.

Sales & Marketing (15%): Drive sales initiatives, represent the university at various promotional events, produce marketing materials, and cultivate lasting relationships with clients.

Food and Catering (10%): Oversee the provision of catering services, advising clients on menu options to align with their preferences and budget, while ensuring compliance with catering standards.

Other Duties (5%): Contribute to strategic planning for conference services and offer support for residence-related activities.

Required Qualifications:

A Bachelor's degree in Hospitality Services, Hotel Management, Catering/Food Services, Event Management, or a related discipline.

Demonstrated experience in managing large-scale and diverse events.

Exceptional organizational, time management, and multitasking abilities.

Outstanding communication skills, both verbal and written.

Proficiency in Microsoft Office, Google Suite, and specialized event planning software.

Working Conditions:

Office Hours with the flexibility to work irregular hours, including evenings and weekends, and availability to be on-call during events.

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 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 to make appropriate arrangements