



Facility Rental Coordinator Facility Rentals Ancillary Services

Posting: A17-01R **Closing Date:** March 30, 2017
Position Type: Continuing **Workload:** Part-time
Start Date: March 1, 2017
Note: Applicants that previously applied to posting A17-01 need not re-apply.

ORGANIZATIONAL OVERVIEW

Camosun College is a comprehensive community college serving the people of the Greater Victoria Region of British Columbia, on scenic southern Vancouver Island. Guided by an inspiring strategic plan and administered by a professional community of talented faculty, staff and senior executives, Camosun enrolls over 19,000 learners each year, including over 1,100 Aboriginal students of First Nations, Métis and Inuit ancestry and over 1,600 International students from more than 80 countries. Situated on two beautiful campuses with the geography and moderate climate unique to Canada's west coast, Camosun offers more than 160 certificate, diploma, and bachelor's degree programs in arts, sciences, business, health and human services, trades, technologies, sport education, Indigenous studies and adult upgrading. Major infrastructure investments, like the Centre for Trades Education & Innovation, and the Centre for Health and Wellness ensure Camosun continues to expand its reputation as a community leader, an applied research hub, and an education powerhouse, providing transformative experiences for students and employees alike. The College has an operating budget of over \$123 million.

B) POSITION SUMMARY

Reporting to the Director, Ancillary Services, the Facility Rental Coordinator is responsible for developing a sustainable facility rental program that fosters strong local and regional community connections and generates revenue for the College; with minimal supervision, the coordinator executes event bookings and coordinates rentals for non-academic use.

This position coordinates all facility rental activities including budget control, contract development, client communication, staff and contractor supervision, as well as administration, sales, marketing and public relations activities to meet revenue targets.

The Facility Rental Coordinator is also responsible for external paid advertising on campus, either through third party contracts or promoting the services in the community, ensuring such ads do not violate any College regulations, guidelines or are in conflict or competition with the College's businesses or services.

The Facility Rental Coordinator will achieve its objectives by building and fostering positive working relationships and partnerships with internal departments and external stakeholders (including suppliers, partners, and clients), to ensure that excellent Programs are developed, communicated and supported. The Facilities Rental Coordinator also holds responsibility for streamlining administrative systems and protection of Camosun's interests and assets.

This position requires working flexible hours as required in order to meet client needs during events which may take place outside of regular Monday-Friday business hours. This may include evenings, weekends and early mornings.

C) REPORTING RELATIONSHIPS

Reports to the Director, Ancillary Services

Matrix relationships with Room Bookings personnel in Student Records and with people in other departments as programs develop and the need for such relationships emerge and/or become defined.

Part-time and term positions relating to the programs report directly to this position.

D) ESSENTIAL JOB FUNCTIONS

- Develops, implements, monitors, and oversees all Facility Rentals and Paid Advertising (hereafter referred to as Program).
- Manages, interprets and oversees the development of standards, policies, and procedures for the Program's day-to-day operations including: purchasing, pricing, selling, client relations, record maintenance, staffing, safety and security.
- Handles inquiries from prospective clients and oversees follow-up
- Conducts site inspections and follows-up with clients; includes attending key client functions, and reviewing large group contracts, invoices and final event details
- Ensures maximization of revenues and reduction of costs
- Performs environmental scans, conducts research, estimates market demand and potential business prospects, and determines viability of rentals services through evaluation and market comparison.
- Identifies and mitigates risks associated with all services in the Program
- Ensures that effective and streamlined processes and procedures are created, documented and maintained with integrity and consistency;
- Serves as the key resource to both internal and external clients of the Program
- Maintains knowledge of industry standards and innovations regarding the Program
- Ensures records are maintained for audit, planning and reporting purposes

- Develops and manages annual operating and capital budgets related to Program; prepares quarterly reports and forecasts
- Maintains effective filing and recording of commitments, client records, contracts, historical data, etc.
- Generates statistical reports, analyzes and interprets reports, creates summary reports and recommendations for improvement or change
- Manages the internal and external marketing and promotion of services and events in the Program including networking, website content and social media communication.
- Actively sources and contacts potential clients.
- Conducts post-event customer satisfaction survey and obtains internal feedback to evaluate success and continuously improve operations.
- Participates as a member of internal and external committees and task forces where relevant;
- Identifies, coordinates and promotes appropriate third-party programs
- Ensures agreements and contracts with 3rd parties contribute to the objectives of the Program, protect the interests of Camosun and are enforceable
- Participates with other Campus Community Services department leaders to increase awareness in the college community on the contribution of Campus Community Services
- Manage the recruitment, selection, orientation, training, development and evaluation of all Program staff within College standards of practice
- Participates in professional development and seminar/conference opportunities to stay abreast of trends and innovative approaches to Program development and management
- Upholds and ensures outstanding commitment to the customer services of the Program

E) KNOWLEDGE, SKILLS AND ABILITIES

- Outstanding customer service skills
- Highly motivated, well-organized, energetic and goal oriented
- Exceptional interpersonal skills including the ability to negotiate and influence others
- Ability to engender trust and develop effective and respectful relationships
- Superior oral, written and presentation skills
- Proven project management skills;
- Strategic, critical and analytical thinker
- Demonstrated ability in financial planning, budgeting and forecasting
- Strong marketing and public relations skills
- Ability to work independently and make well-reasoned decisions
- Ability to adapt and respond to emerging needs
- Advanced knowledge of computer systems and applications, including web maintenance, desktop publishing and social media.
- Demonstrated competency in identifying strategic marketing and business development opportunities

F) QUALIFICATIONS

Minimum two year Diploma in Hotel Management, Hospitality, Tourism, Business or Event Management

Minimum five years of related experience in marketing and coordinating facility bookings and events, progressive sales, marketing and revenue generation experience in a large, complex multi-union employer

Or an equivalent combination of education and experience

A competitive salary, opportunities for professional development and an excellent benefit package are offered.

Apply online at www.camosun.ca/careers. We would like to thank everyone in advance for applying, as only those selected for an interview will be contacted.

Camosun College is an Equal Opportunity Employer
