



## POSITION POSTING

**Position Title:** Special Events Assistant \*2 positions  
(Temporary–Spring/Summer)

**Department:** Finance

**Immediate Supervisor:** Manager of External Programming

### Nature and Scope

The Special Events Assistant is responsible for supporting External Programming in marketing the use of School facilities, and assist in managing the beginning-to-end delivery of all programming outside Brentwood's core tripartite offerings. Provides pre-event, onsite and post-event assistance for external rentals and special events, such as setting up tents, tables, chairs, BBQ's and other items required for the event. Occasionally relieves for the Manager of External Programming on certain events or takes over the Manager's responsibilities to close an event.

### Major Responsibilities

- Assist with the rental of onsite facilities by external groups, including certain administrative aspects, preparation and set-up of the facilities for various events, and oversee post-event teardown and cleaning of the facility;
- Assist in ensuring that all programs and activities are well planned and conducted within a safe environment;
- Assist with campus tours;
- Assist in planning and organizing work for all event/program staff. Assist with the training of all special events staff to help ensure a consistently positive experience for guests. Keep training materials and other special events staff records up to date. Periodically monitor guest interaction with special events staff to ensure quality control;
- In Manager's absence, assist with the direction and supervision of Special Events staff (majority of which are HS, college and university students);
- Ensure sufficient inventories of stock required for events/camps are on hand;
- Assist the Manager in maintaining detailed, accurate event files. Prepare data to assist in the preparation of reports as required;
- Maintain effective communication with all departments (e.g. Food Services, Facilities), contractors and event staff to ensure each event is a success;
- Respond to client inquiries by phone and email;
- Ensure guest satisfaction; resolve conflicts, complaints and problems efficiently and professionally. Elevate serious issues to the Manager as required;
- Assist with event administration such as the selling of bar or raffle tickets, collection of deposits, and delivery of invoices and bills and payments in a timely manner;
- Assist the Manager as required to ensure all external programs and events are up to local code and compliant with any relevant legislation; help to acquire any required licenses and permits prior to the event;
- Report any repairs / maintenance needed for School equipment promptly to Manager;
- Ensure facility/venue is tidy, safe and secure before and following every event;
- Other duties as required.

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### Core Competencies

· Customer / guest focus	Accountability and Dependability
· Decision making and judgment	· Time Management / Prioritizing
· Confidence	· Self-management: Energy and Stress
· Excellent staff supervisory skills	· Strong work ethic - Ambitious
· Solid communication skills	· Maturity / Tact / Diplomacy

### Education / Experience

- Minimum high school diploma, ideally pursuing (or completed) post-secondary education in the Hospitality Industry, OR a suitable combination of education and experience;
- Serving It Right certificate required. FoodSafe certification an asset.
- At least two (2) years of work experience in event management with a major hotel conference centre or municipality Related work/volunteer experience interacting with the public, e.g in recreation/camps an asset;
- Experience working in a high-end environment is considered and asset.

### Skills/Knowledge

- Administrative experience in managing people, programs and/or events. Exhibits initiative and innovation in contact and project management;
- Demonstrates strong communication (oral/listening/written), and problem-solving skills;
- Can respond and adapt quickly in a dynamic and changing environment;
- Ability to work independently and collaboratively as part of a team with highly effective teamwork skills, while maintaining good working relationships with multiple stakeholders;
- Professional, responsive and positive work attitude is essential. Is politically and culturally sensitive;
- Strong orientation to detail, quality, and guest satisfaction;
- Able to operate in a fast-paced environment. Has exceptional interpersonal skills with the ability to multi-task;
- 'Takes the lead' - displays confidence and is flexible, adaptable, and decisive in analyzing and interpreting guest needs, providing direction and suggestions, as well as handling objections. Doesn't get 'stuck' or feel the need to regularly consult with others for advice on what to do;
- Can organize / prioritize activities to deliver events on-time & on-budget. Sees things through to completion;
- Competent working with cash / conducting POS or debit transactions;
- Computer proficiency: Microsoft Office (strong Word and Excel skills);
- Knowledge and understanding of how to read a floor plan for set-up purposes;
- Tech-savvy; familiarity with AV equipment incl. projectors, external speakers, and soundboards an asset
- Ability to take direction well, use initiative and follow through on instructions;
- Maintain the highest standards of personal hygiene and dress conscious of possible staff/client scent allergies;
- Ability to work amongst and take direction from clients/supervisor(s) with high quality standards.

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### Working Conditions

- Criminal Record Check clearance is a condition of initial and ongoing employment;
- Fast-paced environment that operates 7 days a week. Day / afternoon / evening shifts of irregular and varying duration, including weekends, with occasional additional hours required according to operational needs;
- Flex schedule; works within a non-traditional work schedule and potentially long hours to successfully carry out the responsibilities of this role; includes all weekends;
- The work environment and the responsibilities of this position provide for a high degree of self-direction in setting work priorities.
- At times may be required to wear a uniform;
- Lifting or moving up to 50 lbs may be required.
- Must be legally entitled to work in Canada

Qualified applicants should forward their applications, including cover letter and résumé, to the attention of Human Resources, **posting will remain open until positions filled.**

Fax (250) 743-8446 | [hr@brentwood.bc.ca](mailto:hr@brentwood.bc.ca)  
2735 Mt. Baker Road, Mill Bay, BC V0R 2P1  
[www.brentwood.bc.ca](http://www.brentwood.bc.ca)

*While we thank all applicants for their interest in this opportunity, we will only be in direct contact with those applicants who are selected for interview*