



TITLE: Coordinator, VIP Events & Services
REPORTS TO: Chief Executive Officer
LOCATION: Red Deer, AB
CONTRACT TERM: Until March 15, 2019
SALARY LEVEL: \$40,000 - \$45,000/year, commensurate on education and experience

OVERVIEW

The 2019 Canada Winter Games Red Deer Host Society is looking to fill the position of Coordinator, VIP Events & Services.

In February 2019, thousands of our country's best and brightest will set their sights on Red Deer as we host the 2019 Canada Winter Games. Up to 3,600 participants from across Canada, 400 media, 500 VIPs, 500 officials and thousands of visitors will join us for the two-week event. Featuring 19 sports and a major arts and cultural festival, the 2019 Canada Games will be the largest event in Red Deer's history.

The Coordinator, VIP Events & Services will coordinate major VIP events and functions as well as accommodation, transportation and accreditation services for VIPs and assist with the overall arrangements required to deliver a life-shaping Games experience.

DUTIES AND RESPONSIBILITIES

This role will be responsible for, but not limited to, the following:

- Deliver an excellent hosting and networking program during the Games
- Coordinate all associated activities in support of VVIPs and VIPs during the Games time, including:
 - Official receptions
 - VIP gifting
 - Opening and closing ceremony tickets and receptions
 - Transportation
 - Promotion and recognition
 - Printed materials
 - Accreditation services for VVIPs and VIPs
- Liaise with the official VIP host hotel(s) and coordinate VIP hotel bookings
- Coordinate the scheduling, booking of venues, transportation and other logistical aspects required for all of the official receptions offered at Games time
- Coordinate the training, orientation and guiding of volunteers who will represent the Protocol functional area on the relevant venue teams
- Ensure follow-up process of external stakeholder meetings is tracked and interdependencies communicated

REQUIRED SKILLS, EXPERIENCES AND ABILITIES

- An undergraduate degree or diploma in hospitality and tourism, event management, sport and recreation management or other related fields

- Two (2) or more years of experience in the hospitality industry, sports administration or other related experience. *A combined equivalent of education and experience may be considered*
- Up-to-date with hospitality trends and best practices
- Knowledge and experience with the protocol of working with specific VIPs, dignitaries, indigenous peoples and more
- Strong organizational, administration, planning and presentation skills
- Excellent communication skills, written and oral, in English is required and fluency in French is required if not an asset
- Excellent problem solving skills with a customer service focused approach
- Experience with Google's G Suite programs, Gmail, Docs, Slides, Calendar, etc. (or equivalent Microsoft Office programs) is required
- Demonstrated ability to set priorities and manage multiple projects
- Ability to work in a team environment with both staff and volunteers
- Knowledge and experience working in a not-for-profit, events, sports or multi-sport Games environment is an asset

NOTE

- Formal office hours are Monday to Friday, 8 a.m. until 4:30 p.m.; however, flexibility will be required. This may include various evening/weekend committee work, varying workload/ deadlines, Games time requirements, etc
- The 2019 Canada Games Host Society is an equal opportunity employer and believes diversity strengthens us as a workplace; we encourage all those qualified to apply.
- All applicants must be legally entitled to work in Canada
- The successful candidate will be subject to a criminal record check and/or other background checks

Closing date for this position is Monday, May 28, 2018.

Please forward your cover letter and résumé to the attention of:

Chief Executive Officer
jobs@2019canadagames.ca

Only those invited into the recruitment process will be contacted. Thank you.

