



## *INTERNAL/EXTERNAL POSTING*

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# Events & Experiences Coordinator

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Grand River Raceway is a dynamic hospitality, racing, and gaming destination. We deliver an exceptional *live* and *participatory* entertainment experience. Grand River Raceway is the 2016 recipient of the *Business Excellence Award for Best in Hospitality and Tourism*, as awarded by the Greater Kitchener Waterloo Chamber of Commerce.

Our dedicated team of talented individuals is at the heart of our success, providing consistently exceptional guest service. ***Grand River Raceway is certified as a Great Place to work***, this certification is based on direct feedback from employees, provided as part of an extensive and anonymous survey about the workplace experience.

We are seeking a guest service professional to join our team as an **Events & Experiences Coordinator**.

### **Status and Hours:**

- Full-time with benefits
- Requires some availability to work on evenings, weekends, and holidays

### **Summary**

The Events & Experiences Coordinator, in tandem with the team works with guests to create seamless events which include room/space rentals, catering and audio/visual needs.

The Events & Experiences Coordinator will develop and execute new event initiatives, assist with marketing, website updates along with promoting and responding to social media. The incumbent will also assist with race night reservations and group bookings for the Captain's Quarters Dining Room during the live horse racing season (June – September)

This position requires an authentic people-person with exceptional attention to detail and organizational skills, with effective and diplomatic communication skills.

## **Job Requirements**

- Degree or Diploma in Marketing, Events Management and/or Hospitality would be an asset
- Strong competency in MS Word and Excel is required.
- Proficiency in the following would be an asset: Adobe Acrobat, MS PowerPoint and QuickBooks, event management and graphic design software
- Experience in social media, sales and promotion of products
- Able to build and maintain lasting relationship with guests
- Superior telephone manners and strong interpersonal and guest service skills
- Ability to identify and help develop new business opportunities
- Professional demeanour and appearance with an engaging level of enthusiasm
- Strong presentation and public-speaking abilities are an asset
- Ability to analyse and interpret the needs of guests and offer the appropriate options, solutions, and resolutions required
- Ability to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Strong working knowledge of hospitality industry principles, methods, practices, and techniques
- Ability to effectively communicate both verbally and in writing
- Strong troubleshooting skills
- Setup and take-down event configurations as per the guest specifications. Requires ability to lift and maneuver furniture and equipment.
- Ability to prioritize and manage conflicting demands
- Ability to work individually as well as part of a team

**Please apply with your resume and a cover letter no later than Monday, November 18, 2019**

Rena Edmondson, Human Resources Manager

- Apply by email: [redmondson@grandriverraceway.com](mailto:redmondson@grandriverraceway.com)

*Grand River Raceway is committed to providing a barrier-free work environment in concert with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, Grand River Raceway will make accommodations available to applicants with disabilities upon request during the recruitment process.*

*We thank all candidates for their interest, however only those being considered for an interview will be contacted*

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