



VISION:

A city that inspires

MISSION:

Working together to enhance the quality of life for all residents

VALUES:

Sustainability,
Inclusivity, Innovation,
Accountability,
Excellence, Bilingualism

COORDINATOR OF EVENTS AND GUEST SERVICES

EDTC – Moncton Coliseum – Job # P1238

CLOSING DATE: NOON – MAY 24, 2024

JOB SUMMARY:

This position reports directly to the Director, Events & Venues and functions as part of the team responsible for the management of the Moncton Coliseum Complex, in addition to providing support as required for the Magnetic Hill Concert Site and Stade Croix Bleue Medavie Stadium.

The position is responsible for Front of House services which includes staff supervision and development. For the purpose of this job description, Front of House Services shall be defined as Food and Beverage Service, Ticket Takers, Ushers and Security.

The position is also responsible for the direct supervision of the Administrative Assistant position at the Coliseum and for the coordination of contracts, accounting and settlements relating to trade and exhibition elements of the Coliseum Complex.

APPLYING FOR THIS POSITION:

The City of Moncton is an equal opportunity employer. Applicants must submit their application through an online system that can be found at www.moncton.ca/careers. We thank all applicants for their interest; however, only those invited for interviews will be contacted.

For more information, please contact the Human Resources Department at 506-877-7707 or visit www.moncton.ca/careers for information on the hiring and application process at the City of Moncton.

WORKING AT THE CITY OF MONCTON:

Moncton is a vibrant and culturally rich community. It is the first officially bilingual city in Canada, as well as one of the best places in Canada to do business. Moncton is also known as the economic, sports, tourism and entertainment hub of Atlantic Canada. City of Moncton employees strive to maintain the city's reputation as one of the best places in Canada to live, study, work and play.

This position is a unionized position. The City of Moncton offers an attractive salary and benefits package in accordance to the City Hall Employees Association / PSAC Local 60200 Collective Agreement.

[CHEA Collective Agreement](#) [City of Moncton Salary and Wage Scale](#)

EDUCATION:

- High School graduate or equivalency.
- Must have completed a post-secondary educational program from an accredited institution in business administration, arts, recreation or in a related field.

EXPERIENCE:

- Must have a minimum of three (3) years' experience in a similar or related field.

LANGUAGE:

- The ability to function in both official languages is a requirement (English and French). As per provincial language proficiency standards, functional is determined to be at the Intermediate+ (2+) level or higher.

KNOWLEDGE, SKILLS AND ABILITIES:

- Understanding of event management including venue safety, crowd control, media relations and customer service programs.
- Knowledge of computer applications utilizing Microsoft Word, Excel, current Booking Systems and Ticket Systems.

OTHER:

- Must have and maintain a valid New Brunswick Class 5 driver's license.

CONTACT:

- The position serves as the prime point of daily contact for clients, potential clients, and the venue's major tenant(s).
- This position works in cooperation with the Operations Supervisor and staff to carry out the customer service needs of the facility.
- This position requires frequent contact with event managers, other staff, and the public and corporate partners. The purpose of these contacts is to handle enquiries, requests and to resolve complaints to ensure the events are well run and to leave a positive image of the Moncton Coliseum.

SUPERVISION:

- This position is responsible for the supervision of all Front of House Staff, Food and Beverage Staff and administrative support staff relative to these areas of responsibility.

CONDITIONS OF WORK:

- Position requires an individual willing to work flexible hours including regular evenings and weekends. Hours of work for this position are based on a forty (40) hour week. This position requires some travel.
- The working conditions are in concurrence with the CHEA/PSAC Local 60200 Collective Agreement.