

Want to be a part of the amazing team that makes exceptional events happen at the Camrose Regional Exhibition? We have a great opportunity for an Operations Coordinator to start immediately.

Who You Are:

- Have 3+ years of experience in event operations or construction.
- Experienced as a working team lead/coordinating work for self and others.
- Post-secondary education in agriculture, project management or customer service is an asset.
- Experienced with Gmail and Planning Pod is considered an asset.
- Have a valid drivers license and ability to deliver/pick up product/materials.
- Excellent at coordinating event operations; balancing customer expectations with the event budget and timeline.
- Quick thinking problem solver that can multi-task and adapt to changing customer and business needs.
- Skilled at conflict resolution, effectively handling customer and team member issues.
- Extremely professional with high integrity, ethics, confidentiality and a strong work ethic.
- Able to build positive relationships with team members and customers alike.
- Good written and verbal communication and listening skills, enabling effective communication with customers, contractors, employees, vendors and the public.
- Smart, organized and able to effectively coordinate team members, vendors and contractors.
- Proactive safety attitude and ability to motivate others to work safely.
- Ability to read and understand plans and specifications.
- Capable of lifting and carrying heavy materials.
- Able to use basic hand and power tools.

What You Will Do:

- Work with our team of event professionals to consistently deliver an exceptional customer experience.
- Under the supervision of the Executive Director, plan and coordinate event operations, from conception to completion, ensuring an exceptional customer experience.
- Utilize CRE systems, ensuring effective coordination and communication of critical information and key timelines for each event.
- Develop and manage an operations timeline for each event, ensuring critical milestones are communicated with all necessary parties and are achieved on schedule.
- Conduct a risk assessment for each event, identifying and mitigating risks in a proactive manner; including workload pressure points, and planning resources accordingly, working with the Building & Facility Manager and Executive Director.

- Update the customer/event file on the CRE Event Management system of Planning Pod to include event details, layouts and any changes for the final invoice.
- Coordinate with the Client Coordinator and operations team regarding floor plans & logistics.
- Coordinate operations work based on event schedules and fairly assign tasks to operations team members (including self), including coordinating and working cohesively with the team to:
 - Maintain the CRE facilities and grounds, including sweeping/washing/waxing floors, emptying garbage, cleaning bathrooms, mowing grass, shoveling/sanding sidewalks, repacking gravel, and completing repairs.
 - Facilitate the set-up & teardown of events including cleaning and setting up tables & chairs, drape, running temporary power/lighting, setting up sound systems, building stages, decorating, etc.
 - Move materials manually or using appropriate equipment, assist other workers with two-person lifts, etc., as necessary.
 - Provide customer service during events including listening to and resolving customer issues (escalating when appropriate), maintaining clean & safe facility and grounds during the event, and working specific event areas as designated, etc.
- Complete final checks in advance of events, ensuring set ups meet customer/event expectations.
- Collect feedback from customers and guests during events and recommend improvements to the Client Coordinator and Executive Director.
- Examine tools and equipment on a daily basis to identify necessary repairs, maintenance and cleaning requirements, and perform repairs or submit maintenance/replacement requests to the Executive Director.
- Coordinate training and cross-training for team members on tasks and safe work procedures.
- Maintain a positive attitude and communication style with customers, vendors, contractors, employees and guests in all circumstances.
- Build positive relationships with customers, vendors, partners, and other third parties, promoting future event opportunities as appropriate.
- Proactively support the CRE HSE program and initiatives, comply with all safety policies and procedures and ensure utilization of safe work practices while working.
- Other duties and special projects as assigned by management.

This is an exciting full-time opportunity with competitive pay, paid overtime/banked time, and a flexible benefits package.

Are you the ideal Operations Coordinator to become part of the CRE team? Apply today by sending your resume to hr@cre.ab.ca.