



Canadian Museum of Immigration at Pier 21
Musée canadien de l'immigration du Quai 21

Welcome Home to Canada Program

Job Title: Junior Facility Rentals Coordinator
Duration: 6 months from May to October 2023
Wages: \$16.65 per hour
Reports to: Facility Rentals Manager
Hours: 37.5 hours a week with two (2) paid rest periods of 15 minutes and one 30 minute unpaid lunch break each day. As the Museum operates 7 days a week, the workweek includes Saturdays and/or Sundays and irregular hours (evenings, weekends)

Application Deadline: 5pm on April 10, 2023

Program eligibility

- You must be either a permanent resident of Canada, Canadian citizen born outside of Canada (this means you have immigrated to Canada and have become a Canadian citizen) or a protected person as defined in Section 95 of the Immigration and Refugee Protection Act who is legally entitled to work in Canada and Nova Scotia
AND
- You are unemployed or underemployed and facing barriers to employment such as lack of previous Canadian work experience, foreign credentials, language barriers or lack of professional networks.

Position Summary

The purpose of this position is to assist the Facility Rentals department in the administration, coordination and onsite servicing of clients who have rented the Museum for special events including meetings, weddings, and banquet/reception activity

Responsibilities

- Executes onsite events as Museum liaison with clients and suppliers
- Ensures event details / set-up requirements as outlined in contract are confirmed and fulfilled
- Assists with updating, printing and maintaining of marketing material, including wedding and corporate sales kits
- Communicates event details to partners/suppliers & Facility department through parking and delivery list
- Assists in conducting follow-up through client surveys/feedback program
- Takes photos of various event set-ups (via cell phone) and ensures photo library is updated in revenue generation folder for marketing and sales purposes
- Responsible for proper shut down of exhibition spaces following an afterhours event & arming and securing office space
- Administration duties (i.e. filing)
- Assists with reporting Heritage Interpreter and volunteer hours worked for department to Facility Rentals team

- Assists with creating briefing documents and communicating needs & supervising Heritage Interpreter Staff and Volunteers during rental events
- Monitors cleaner and security guard during events
- Conducts site inspections of event space with potential clients (limited)
- Assists with other event and museum duties as required

Skills Required

- Comfortable interacting with a wide variety of people: Clients, Museum Partners, Museum staff and the public
- Proven ability in the customer service industry with an eye for detail and an ability to make decisions and act in the best interests of all parties
- Ability to work independently and with flexibility in a fast paced, team-oriented environment
- Excellent organizational skills
- Communicates well with the public, both in person and on the telephone
- Good command of the English language: spoken, comprehension, written
- Post-secondary education in Business Administration, Public Relations or Tourism and Hospitality is an asset
- Ability to communicate in French is a definite asset

Competencies

- Customer Focus - knowledge and ability to provide high levels of service to both internal staff and external customers, leading to high customer satisfaction and established relationships.
- Communication - knowledge of various communication methods, and the ability to present and receive information in the most appropriate and effective matter.
- Problem Solving - knowledge of problem-solving and decision-making techniques, and the ability to generate solutions to problems, then decide on a course of action.
- Adaptability - knowledge and ability to effectively manage ones' own behavior and positively influence the actions of others during times of change, stress or uncertainty.
- Integrity and Trust - ability to operate with a high degree of honesty and openness, such that respect and trust is earned by coworkers and customers.

Working Conditions & Physical Demands

- Irregular hours (evenings, weekends)
- Standing on feet when servicing events
- Occasional lifting and moving of chairs, tables and av equipment
- Work in an office environment
- Occasional shift changes based on event activity

For further information on the Welcome Home to Canada Program please visit <https://pier21.ca/about/welcome-home-to-canada>.

How to apply:

- Send your cover letter and your resume to John Murray, Human Resources Manager, at jmurray@pier21.ca
- In your cover letter, please tell us how you meet the program eligibility.

This position is included within the Bargaining Unit under the Collective Agreement. As a condition of employment, the successful candidate for the position will be required to become a member of the Service Employees International Union Local 2, Brewery General and Professional Workers Union. All Employees covered by the Agreement shall pay Union dues as established by the Union.