

**NIPISSING UNIVERSITY POSITION
DESCRIPTION**

POSITION:	Campus Sales & Services Coordinator
DEPARTMENT:	Campus Sales & Services
EMPLOYMENT DEFINITION (STATUS):	Full-time Support
WAGE GRADE:	WG 50
SUPERVISOR:	Senior Manager of Campus Sales & Services

SUMMARY OF FUNCTIONS:

Reporting to the Senior Manager of Campus Sales & Services, the Campus Sales & Services Coordinator will respond to guest inquiries, track guest booking details, participate in student hiring, and liaise with the Housekeeping Coordinator and front desk staff to address inefficiencies and facilitate smooth Summer Accommodations operations. Campus Sales & Services focuses on enhancing the image and profile of Nipissing University as an event destination and identifies opportunities to increase non-academic revenue streams.

The Campus Sales & Services Coordinator is responsible for overseeing all details leading into Summer Accommodations seasonal operation, as well as retail sales operations, including but not limited to, the Lakers Shop and Online Lakers Shop operations. The Coordinator will support the Senior Manager of Campus Sales & Services as they work with a broad slate of stakeholders to facilitate a positive client experience, create opportunities that serve the needs of the region, and advance the reputation of Nipissing University. There may be events held in the evening and on weekends. The hours of work may rotate and be flexible depending on the needs of the department. The Corporate Event Coordinator will be notified in advance of any changes to the regularly scheduled shifts as outlined in Article 22.02 of the collective agreement.

DUTIES & RESPONSIBILITIES:

Summer Accommodations Coordination (35%)

Supporting the Senior Manager of Campus Sales & Services, the coordinator will:

- Research local accommodations market to provide comparison competitive rate structure
- Work with Marketing team to promote Summer Accommodations initiatives
- Participate in the student hiring and training process
- Respond to guest inquiries, provide details about Summer Accommodations, and guide prospective guests through the booking process
- Track and coordinate incoming guest/group information and communicate details to the Housekeeping team and front desk staff
- Collaborate with the Housekeeping Coordinator to ensure rooms are ready as required for incoming guests
- Provide guidance to the Housekeeping team in the Housekeeping Coordinator's absence
- Develop and implement consistent processes for Summer Accommodations damages reporting
- Maintain and update online booking software; provide periodic financial reports and projections

Retail Merchandise Coordination (35%)

Supporting the Senior Manager, Campus Sales & Services, the Campus Sales & Services Coordinator will:

- Source branded merchandise from external vendors
- Maintain ongoing inventory accuracy and report restocking requirements promptly
- Explore sought after merchandise options specific to Nipissing University's target demographics
- Oversee and participate in order fulfillment processes
- Maintain the Lakers Shop's online and in-store presence
- Coordinate strategic pop-up shops

Administrative Duties

(20%)

- Correspond with internal and external stakeholders to set clients and customers up for a successful on-campus experience
- Maintain accurate files, collaboratively and independently
- Oversee and coordinate financial processes with Finance, Summer Accommodations, and Corporate Events
- Collaborate with Marketing to promote available services and opportunities
- Assist the Corporate Event Coordinator and Corporate Events operation
- Other administrative support, as required

Other duties as assigned

(10%)

QUALIFICATIONS:

Education:

A University degree in a related field (i.e., Business/Marketing, Hospitality, Event Planning, Communications, etc.) is required.

Training and/or experience may be substituted for formal academic training at the discretion of the University

Training, Experience, Knowledge & Skills Required:

- Two to Three years of relevant work experience
- Experience planning and coordinating complex bookings
- Experience developing and executing event plans, including working with clients to identify and meet goals, quality requirements, budgets, and timelines
- Retail experience an asset
- Excellent oral, written and presentation skills
- Demonstrated project coordination experience, with the ability to coordinate multiple and complex event projects, on time and on budget
- Self-motivated and self-directed individual that can work independently and as part of a team
- Responds well under pressure and with the logistical requirements needed in event delivery
- Ability to adapt to change in a fast-paced work environment
- Excellent time management and organizational skills
- Strong attention to detail
- Sound judgment in assessing and responding to situations in an appropriate manner
- Demonstrates diplomacy and professionalism at all times
- Proven ability to collaborate with various stakeholders
- Experience working with, coordinating, and motivating volunteers
- Experience interacting with and providing hospitality for high profile guests/clients
- Quick thinker, adaptable, solution-oriented
- Web/social media knowledge/experience
- Good working knowledge of MS Office suite of software
- Knowledge of the University environment would be an asset

RELATIONSHIPS / CONTACTS:

Supervised by: Senior Manager of Campus Sales & Services

Internal Contacts: Staff, faculty, students

External Contacts:

- Prospective students and their parents/supporters and other influencers
- Community supporters/partners
- Suppliers (catering, promotional items, event production companies, etc.)
- Government representatives
- High profile guests

MATERIALS UTILIZED

- Computer and peripherals; software including MS Office Suite, and Infosilem EnCampus
- Telephone/Smart phone, Tablet, Photocopier/Scanner
- Signage (pop-up displays, step and repeat backdrops, etc.)
- Personal and rental vehicles
- AV equipment
- Policy and procedures manual

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Occasional moderate physical exertion, specifically during set-up/take-down of events
- Occasional lifting, carrying, and carting materials to/from supplier and/or event
- During events, there may be occasional long periods of standing and walking
- Visual/listening/concentration, but ability to work with distractions
- Regular in-town travel; occasional out-of-town travel for short periods of time
- Required to carry smart phone (during working hours)
- Valid Class G driver’s license and access to a personal vehicle during work hour
- Flexible work schedule, with some regular evening and weekend hours, in order to accommodate the needs of the department
- Required to provide a Criminal Record Check/Vulnerable Sector Check as a condition of employment (i.e., not have been convicted of a criminal offence for which a pardon has not been granted)

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (Please Print)

Employee Signature

Date

Approvals

Supervisor

Date

Human Resources

Date