

## Nipissing University

### JOB DESCRIPTION

<b>POSITION:</b>	Conference & Events Supervisor
<b>DEPARTMENT:</b>	Campus Sales & Services
<b>EMPLOYMENT DEFINITION (STATUS):</b>	Full-time Administration – 12-month contract
<b>SALARY LEVEL:</b>	SL 3
<b>SUPERVISOR:</b>	Director, Ancillary Revenue & Business Development

#### SUMMARY OF FUNCTIONS:

Reporting to the Director, Ancillary Revenue & Business Development, and as part of the Campus Sales & Services team, the Conference & Events Supervisor provides leadership and professional expertise in the planning and execution of high-profile, corporate, and revenue-generating events.

The Conference & Events Supervisor manages the Corporate Events portfolio, with oversight of event logistics, client relations, and the work of internal support and student staff. The role also contributes to enhancing Nipissing University's reputation as an event destination and supports growth in external partnerships and revenue opportunities.

The Supervisor works collaboratively with campus partners, community organizations, and suppliers to deliver high-quality events aligned with Nipissing's strategic priorities. The Supervisor also provides event leadership and consultation to colleagues planning University-related functions. Serving as the primary contact for external clients, the Supervisor ensures seamless event delivery, establishes contingency plans, and maintains consistent service standards. Flexibility in work hours, including evenings and weekends, is required based on event schedules and departmental needs.

#### DUTIES & RESPONSIBILITIES:

##### Supervisor and Program Oversight

(35%)

- Lead the development and implementation of departmental event strategies to increase external bookings and revenue
- Oversee program budgets, including monitoring, forecasting, and financial reporting to the Director
- Collaborate with University departments to ensure efficient and effective event execution
- Facilitate communication between teams and escalate issues to the Director as required
- Manage relationships with internal partners, external clients, and community partners
- Evaluate operational practices and implement improvements to enhance revenue and competitiveness
- Oversee the selection and integration of software or technologies to improve operational efficiency
- Provide leadership, supervision, and administration for the Campus Sales & Services department
- Maintain regular accountability and communication with the Director, Ancillary Revenue & Business Development
- Participate in the annual performance and development process, including staff performance monitoring
- Address and resolve concerns raised by employees, student staff, or volunteers
- Lead recruitment processes, including interviewing, selection, and onboarding of new employees
- Provide training, coaching, and ongoing supervision to staff and student employees
- Liaise with Human Resources regarding recruitment and remain informed on domestic and international student hiring regulations

## **External Events Management**

**(35%)**

- Engage with potential clients and promote Nipissing University as a premier conference and event destination
- Direct staff assignments and oversee performance to ensure seamless event execution
- Manage the Corporate Events budget, including reporting and financial updates to the Director
- Negotiate and confirm service levels with clients, drafting terms and conditions for University contracts
- Conduct market research to establish competitive pricing and develop innovative event offerings
- Provide overall supervision of the Corporate Events portfolio, ensuring efficient day-to-day operations
- Troubleshoot issues as they arise, exercising sound judgment in conflict resolution and decision-making
- Advise the Director, Ancillary Revenue & Business Development, on budget priorities, initiatives, and revenue projections
- Manage relationships with campus service providers, including rate negotiations and external booking details
- Oversee facility bookings, event setup/cleaning arrangements, and communicate booking requirements to clients
- Coordinate catering requirements in partnership with Campus Food Services
- Oversee the use and maintenance of the Corporate Events Management system
- Lead facility tours and contribute to the development of marketing and promotional materials to strengthen the profile of Corporate Events
- Represent Nipissing University at professional associations and industry events
- Supervise, coach, and support student staff and event volunteers in designing and executing events
- Monitor staff performance in alignment with job descriptions and operational requirements
- Serve as the University's representative on event planning committees, including those with external partners

## **Internal Event Executions**

**(25%)**

- Oversee support staff in the planning and execution of internal events, ensuring alignment with University goals and standards
- Approve and maintain event plans, floor plans, templates, timelines, and budgets, ensuring the University's image is consistently and professionally represented
- Direct all aspects of event requirements, including catering, AV, space setup, parking, signage, décor, and theme design; collaborate with other departments and engage external vendors to ensure high-quality execution
- Review event files prepared by staff to ensure completeness and accuracy for successful execution
- Monitor team performance and proactively address issues or conflicts, escalating to appropriate leadership as needed
- Conduct post-event debriefs with staff and develop guidelines to improve future event execution
- Collaborate with the External Relations team to ensure marketing, communications, and recruitment needs are incorporated into event planning
- Identify and mitigate risks associated with events to safeguard the University's reputation
- Approve resource allocations, vendor contracts, and materials for events
- Oversee the use and maintenance of AV and other event equipment
- Develop and maintain an event guide/checklist for use by internal community members
- Maintain a comprehensive inventory of event supplies and ensure staff are informed of available resources
- Ensure web resources and event-related information are accurate and up to date
- Provide guidance, direction, and professional expertise to internal staff planning events
- Serve as backup support for internal events when staff are unavailable

## **Administrative Duties**

**(5%)**

- Oversee the customer billing process in coordination with the Finance Department
- Manage core departmental email accounts, ensuring timely responses and proper delegation
- Serve as primary contact with the University's insurance provider and secure client insurance certificates for events

- Supervise inventory control for Corporate Events equipment, including pop-up banners, signage, pipe and drape, décor items, and other materials
- Maintain and manage the Corporate Events calendar, ensuring access for relevant departments and team members
- Draft professional correspondence related to departmental operations and events
- Establish and maintain an organized storage system for event materials and ensure overall office organization
- Support the Director, Ancillary Revenue & Business Development, by executing assigned initiatives and providing oversight where required

**Any other duties as assigned.**

#### **QUALIFICATIONS:**

**EDUCATION:** A university degree in a related field (i.e., Business/Marketing, Hospitality, Event Planning, Communications, etc.)

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

#### **Training, Experience, Knowledge & Skills Required:**

- A minimum of three to five years of experience in sales or events related field
- Two years of the above experience in a management position overseeing staff
- Budget management or oversight
- Experience planning and coordinating large events
- Experience developing and executing event plans, including working with clients to identify and meet goals, quality requirements, budgets, and timelines
- 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 partners
- 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:** Director, Ancillary Revenue & Business Development

#### **Workers Supervised:**

- Corporate Events Coordinator
- Sales & Events Coordinator
- Events Student Staff

**Internal Contacts:** Faculty, Staff, Students, Security

**External Contacts:**

- Prospective students and their parents/supporters and other influencers
- NUSU
- 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, SharePoint and Infosilem EnCampus
- General Office Equipment
- Signage (pop-up displays, step and repeat backdrops, etc.)
- Personal and rental vehicles
- AV equipment
- Policy and procedures manual

**PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:**

- On-site support for portfolio deliverables may be required outside regular business hours
- Occasional moderate physical exertion, particularly during event set-up and take-down of lifting, carrying, and transporting of materials to and from suppliers or event locations
- Occasional periods of standing and walking may be required during events
- Tasks may involve intense visual, auditory, and concentration demands, with the ability to work effectively amid distractions
- Flexible schedule required, including regular evening and weekend work based on departmental needs, must be available for contact after hours in case of emergencies
- Regular in-town travel and occasional short-term out-of-town travel may be required
- Required to carry a smartphone and be on-site or on-call for the duration of each event, including set-up and tear-down
- Must hold a valid Class G driver's license and have access to a personal vehicle during work hours
- Will be 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)

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**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.**

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Employee Name (please print)

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Employee Signature

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Date

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**Approvals**

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Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date