

**NIPISSING UNIVERSITY  
POSITION DESCRIPTION**

**POSITION:** Campus Sales & Services Coordinator

**DEPARTMENT:** \_\_\_\_\_ Campus Sales & Services

**EMPLOYMENT DEFINITION (STATUS):** Full-time Support

**WAGE GRADE:** WG 60

**SUPERVISOR:** Ancillary Revenue Supervisor

**DATE:** December 2025

**SUMMARY OF FUNCTIONS:**

Reporting to the Ancillary Revenue Supervisor, the Campus Sales & Services Coordinator supports the department's focus on enhancing Nipissing University's profile as an event destination and identifying opportunities to increase non-academic revenue streams. The Coordinator contributes to a positive client experience, supports partnerships across campus and within the community, and promotes Nipissing University's reputation.

The Coordinator provides operational and clerical support across Ancillary Services, with primary responsibilities in summer accommodations, retail merchandise coordination, and customer service.

Within the summer accommodations hotel portfolio, the Coordinator assists with the coordination of cleaning activities, tracks student staff cleaning hours, and helps ensure cleanliness standards are maintained. The role also supports the development of cleaning schedules for individual and group stays and works collaboratively with Residence Life and Facilities to ensure smooth operations. The Coordinator additionally supports retail operations, including the Lakers Shop and Online Lakers Shop, through customer service, stocking, and general merchandise coordination.

As the duties and responsibilities of this position may not follow a "normal" work week, hours, days, and shifts will vary within the 35-hour work week. The Coordinator will be notified in advance of any changes to regularly scheduled shifts, as outlined in Article 22.02 of the collective agreement.

**DUTIES & RESPONSIBILITIES:**

**Summer Accommodations Coordination**

**(50%)**

In-season (March-August)

- Plan, coordinate, implement and complete the deep cleaning of all residence complexes in collaboration with Facilities and outside contractors when required
- Inspect spaces to ensure that suites and common spaces meet cleanliness standards set by the department
- Optimize the cleaning schedule to meet the scheduled arrivals and departures of large conference groups, students living in residence, and individual guests residing in Summer Accommodations
- Assist the Ancillary Revenue Supervisor throughout the summer student recruitment cycle, including supporting interview coordination, onboarding activities, schedule preparation, and general task guidance for approximately 15–20 student staff.

- Assist with troubleshooting of any problems associated with operations during the Summer Accommodations season, including additional cleaning needs
- Organize storage and housekeeping rooms and maintain Health & Safety compliance

#### Out of season (September-March)

- Collaborate with the Marketing team to promote Summer Accommodations initiatives
- Assist with responding to guest inquiries, provide details about Summer Accommodations, and guide prospective guests through the booking process
- Assist with planning accommodations opportunities with local partners, and cultivating client relationships to support business growth
- Provide improvements to the cleaning process and workflow
- Market research to evaluate our offering against competitors

#### Retail Merchandise Coordination

**(30%)**

- Engage with external vendors to facilitate merchandise ordering and branding
- 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
- Support planning activities related to pop-up shops
- Collaborate with Alumni and Advancement to promote and sell exclusive alumni merchandise
- Assist with the development of sales strategies during key periods throughout the year
- Share updates on the Lakers Shop social media page to inform students about new merchandise and forthcoming sales
- Maintain regular communication with student staff regarding store operations and inventory requirements
- Conduct market research to determine retail decisions
- Lead focus groups and customer feedback sessions to gain consumer insights

#### Clerical Duties

**(20%)**

- Monitor departmental emails in a timely manner
- Correspond with internal and external partners to set clients and customers up for a successful on-campus experience
- Maintain accurate files, collaboratively and independently
- Support 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 clerical support, as required

**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:**

- Two to three years of relevant work experience
- Background planning and coordinating large-scale projects
- Experience working within a team or large organization
- Background conducting administrative duties
- Experience in the accommodation industry is an asset
- Retail experience an asset
- Excellent time management and organizational 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
- 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: Ancillary Revenue Supervisor

**Internal:** Staff, faculty, students,

#### **External:**

- Service Providers
- 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:

- Moderate physical exertion, specifically during the Summer Accommodations cleaning season
- Some work required within residence suites and houses
- Occasional lifting, carrying, carting materials to/from supplier and/or suite/event, must be able to lift up to 40lbs
- During events, there may be long periods of standing and walking
- Visual and mental concentration but the ability to work with distractions
- Air-conditioned office with a personal workspace provided
- Some evening and weekend work. Flexible hours may be requested due to the timing of revenue-generating initiatives
- Required to carry smart smartphone during working hours
- Valid Class G driver's license and 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.**

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

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#### Approvals

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date