

**St. Lawrence College**  
**Position Description Form (PDF)**

Effective Date: August 18, 2022

**Campus:** Tri-Campus

**Incumbent's Name:** Vacant

**Position Title:** Event and Banquet Services Coordinator

**Payband:** F

**Position Number:** 00000795

**NOC Code:**

**Hours per Week:** 40

  

**Supervisor's Name and Title:** Melissa Kutz, Manager, Event and Banquet Services (tri-campus)

  

**Completed by:** Melissa Kutz, Manager, Event and Banquet Services

**Signatures:**

Incumbent: \_\_\_\_\_  
(Indicates the incumbent has read and understood the PDF)

Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

One-Over-One \_\_\_\_\_

Date: \_\_\_\_\_

## Support Staff PDF

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### Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.
2. Answer each section as completely as you can based on the typical activities or requirements of the position and not on exceptional or rare requirements.
3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representative for clarification.
4. Ensure the PDF is legible.
5. Responses should be **straightforward and concise using simple factual statements**.

### Position Summary

Provide a concise description of the overall purpose of the position.

Reporting to the Manager, Event and Banquet Services, the Event and Banquet Services Coordinator is responsible for supporting the successful planning, coordination and execution of internal and external conferences, meetings and special events with a focus on those happening on Brockville and Cornwall campuses. This includes working directly with clients to gather and assess needs, coordinating quotes, contracts and payment and overall procurement of all event related logistic / service requirements with internal / external service areas or suppliers. The incumbent will be the main event contact for the Brockville and Cornwall campuses, but assists with Kingston events as needed.

The incumbent assists the Manager in developing new conference and event service business by identifying and contacting prospective clients interested in St. Lawrence College's Event and Banquet Services / Facilities. In addition, the incumbent completes a variety of administrative tasks in relation to the planning, tracking, and invoicing of event contracts.

This position is required to work non-traditional hours (evenings, weekends, and holidays). The incumbent can be physically located on any of three campuses, however, travel to other campuses for events will be required.

### Comments

**Duties and Responsibilities**

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Describe duties rather than detailed work routines.

	<b>Approx. % of Time Annually *</b>
<p><b><u>Sales/Generating New Business/Financial:</u></b></p> <ul style="list-style-type: none"> <li>• Monitors Conference Services general mailbox and voicemail; responds to inquiries in a timely manner.</li> <li>• Prepares quotes and confirms special pricing / discounts as needed with the Manager.</li> <li>• Confirms client events and financials are up-to-date and accurate, issues invoices, arranges and/or takes payment from clients. Tracks outstanding payments for their events and follows up with clients on outstanding payments.</li> <li>• Prepares proposals for approval by the Manager and coordinates the distribution and signing of contracts, deposits, payments and liability insurance.</li> <li>• Supports the promotion of St. Lawrence College Event and Banquet Services, functions and facilities.</li> <li>• Arranges and conducts site tours to show case college facilities and amenities.</li> <li>• Follows up on leads and responds to requests for information and inquiries from potential clients to generate additional sales.</li> <li>• Maintains the client database.</li> <li>• Codes and tracks invoices for approval and processing by the Manager.</li> </ul>	<b>40%</b>
<p><b><u>Conference and Event Coordination:</u></b></p> <ul style="list-style-type: none"> <li>• Coordinates with internal and external clients to gather and document event related information and requirements.</li> <li>• Manages the internal event booking form and process along with the other Coordinators, receiving requests, working through conflicts, and planning and documenting all details of each event including booking spaces, equipment, security, parking, catering, audio visual (AV) support etc.</li> <li>• Leads the event planning process including the preparation and monitoring of a critical path for each event.</li> <li>• Acts as the key contact for event related inquiries from attendees, service providers, students and staff before and during the event, including last minute changes.</li> <li>• Plans and coordinates all service / logistical requirements with internal / external service providers or suppliers (i.e. food, parking, accommodations, security, event layout / site plan A/V etc.).</li> <li>• Monitors event specific budget information and runs reports as requested or required for the Manager, Event &amp; Banquet Services.</li> <li>• Tracks event changes and communicates / coordinates with respective service areas and staff.</li> <li>• Prepares event related correspondences and communications (i.e. reports, invitations, announcements).</li> <li>• Participates in and coordinates onsite event set up and tear down.</li> <li>• Primary point of contact for onsite event inquiries, issues, complaints and last-minute changes.</li> <li>• Responds to requests for information from current and prospective clients.</li> </ul>	<b>40%</b>
<p><b><u>Conference and Event Wrap Up:</u></b></p> <ul style="list-style-type: none"> <li>• Participates in post-event analysis and evaluation.</li> </ul>	<b>5%</b>

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<ul style="list-style-type: none"> <li>• Updates event orders with accurate billing details and quantities post-event.</li> </ul>	
<p><b>Other Duties:</b></p> <ul style="list-style-type: none"> <li>• Assists in the development, revision and communication of conference and event services policies, procedures and operating manuals.</li> <li>• Actively participates in departmental meetings, planning sessions, subcommittees and events as required.</li> <li>• Provides guidance, support and consultation to student positions.</li> <li>• Assists with the development of sales and marketing campaigns for conference and event services.</li> <li>• Assists with the development and distribution of marketing materials (i.e. print, digital, social media, giveaways, promotions, discounts etc.).</li> <li>• As required, participates in local, provincial and national membership events (i.e. Tourism Kingston, Canadian University and College Conference Organizers Association (CUCCOA, ) etc.).</li> <li>• Actively promotes department and key college events on social media outlets (i.e. Instagram, Facebook, Twitter, LinkedIn).</li> </ul>	<b>15%</b>
<b>Total</b>	<b>100%</b>

\* To help you estimate approximate percentages:

½ hour a day is 7%

1 hour a day is 14%

1 hour a week is 3%

½ day a week is 10

½ day a month is 2%

1 day a month is 4%

1 week a year is 2%

1. Education

A. Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the job training in this information.

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Up to High School or equivalent   | <input type="checkbox"/> 1 year certificate or equivalent                            | <input checked="" type="checkbox"/> 2 year diploma or equivalent                               |
| <input type="checkbox"/> Trade certification or equivalent | <input type="checkbox"/> 3 year diploma/degree or equivalent                         | <input type="checkbox"/> 3 year diploma / degree plus professional certification or equivalent |
| <input type="checkbox"/> 4 year degree or equivalent       | <input type="checkbox"/> 4 year degree plus professional certification or equivalent | <input type="checkbox"/> Post graduate degree or (e.g. Masters) or equivalent                  |
| <input type="checkbox"/> Doctoral degree or equivalent     |  |  |

Field(s) of Study:

Event management, Marketing, or a relevant field of study

B. Check the box that best describes the requirement for the specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirements that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

- No Additional requirements
- Additional requirements obtained by course(s) of a total of 100 hours or less
- Additional requirement obtained by course(s) of a total between 101 and 520 hours
- Additional courses obtained by course(s) of more than 520 hours


**2. Experience**

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, methods and practices necessary to perform this job. This experience may be less than experience possessed by the incumbent, as it refers only to the minimum level required on the first day of work.

Check the box that best captures the typical number of years of experience, in addition to the necessary education level required to perform the responsibilities of the position and, in the space provided, describe the type of experience. Include any experience that is part of a certification process, but only if the work experience or the on-the-job training occurs after the conclusion of the educational course or program.

<input type="checkbox"/> Less than one(1) year	
<input type="checkbox"/> Minimum of one (1) year	
<input type="checkbox"/> Minimum of two (2) years	
<input checked="" type="checkbox"/> Minimum of three (3) years	Three years progressive event and banquet services planning / coordination experience within a hospitality environment which includes coordinating multiple, large / complex events simultaneously. Experience supporting / guiding others during the planning, coordination, execution of events.
<input type="checkbox"/> Minimum of five (5) years	
<input type="checkbox"/> Minimum of eight (8) years	

**3. Analysis and Problem Solving**

This section relates to the application of analysis and judgment within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgment required to do so.

Please provide up to three (3) examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

	<b>#1 Regular &amp; Recurring</b>
Key issue or problem encountered	Determining the status and priority of an event. The incumbent determines if the event request is deemed an internal or external event. Internal events often qualify for special discounts / fee structure and support.
How is it identified?	Upon request for an event.
Is further investigation required to define the situation and/or problem? If so, describe.	No.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Many clients assume they are considered internal as they work with our Campus departments however, they would be ranked as external clients who are required to pay for services / facility use. The incumbent would need to gather information regarding the client / request and determine if it is classified as an internal / external and explain / communicate if any discounts or fee structure applies.

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What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)

Policies. General Guidelines. Manager. Steering Committee

**3. Analysis and Problem Solving**

Key issue or problem encountered.  
 How is it identified  
 Is further investigation required to define the situation and/or problem? If so, describe.  
 Explain the analysis used to determine a solution(s) for the situation and/or problem.

What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)

**#2 Regular & Recurring**

Client requests last minute change to an event.
Client calls or discusses in person.
No.
The incumbent would need to assess the request to identify if there are any related costs and/or service implications. Any additional associated costs, the incumbent would prepare a quote for the customer. If there are new / changing service requirements, the incumbent would need to notify the appropriate service provider to see if they can accommodate the change within the timelines provided. The incumbent would need to communicate to the client if the change(s) can be made and implications of the change (i.e. fees). If the change can't be made (i.e. lack of time, resources, impact on other events etc.), the incumbent would need to inform the client and suggest alternatives/solutions, where possible.
Past practices, Contract, Policies and Procedures, Manager

Key issue or problem encountered.  
 How is it identified?  
 Is further investigation required to define the situation and/or problem? If so, describe.  
 Explain the analysis used to determine a solution(s) for the situation and/or problem.

What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)

**#3 Regular & Recurring**

An angry or upset customer or complaint.
Verbal complaint, guest online survey, email
No.
The incumbent would need to identify and investigate the nature of the complaint. If the complaint is service related, the incumbent would need to inform the appropriate service area and come up with a resolution. If the complaint is during the event, the incumbent would need to determine an immediate response / solution. Responding in an appropriate and timely manner is critical to maintaining customer satisfaction and ensuring quality services are provided.
Industry and College Service Standards, Event Orders, Manager

Key issue or problem encountered  
 How is it identified?  
 Is further investigation required to define the situation and/or problem? If so, describe.

**#4 Occasional**

Client wants to cancel an event.
Client contacts incumbent and/or Event and Banquet Services and advises of the cancellation.
The incumbent would need to determine the reason and determine if cancellation can be avoided. Check to see if the contract was signed.



Explain the analysis used to determine a solution(s) for the situation and/or problem.

The incumbent would attempt to find an alternative date for the event (if possible) or communicate to the client the implication of the cancellation (i.e. fees). Last minute cancellations can result in profit loss and wasted time / resources preparing for the event.

What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)

Contract, Policies and Procedures, Manager.

**#5 Occasional**

Key issue or problem encountered.

Challenges with an internal service area / external supplier (i.e. cooperation, communication, service delivery, quality etc.).

How is it identified?

By the incumbent

Is further investigation required to define the situation and/or problem? If so, describe.

No.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

Internal service area providers / suppliers manage multiple, competing service requests. There are occasions when the incumbent must deal with challenges from the service provider / supplier (i.e. lack of response, quality issues, cost issues, communication, staffing etc.) that can impact the overall planning and coordination of the event. The incumbent will need to meet with the service provider / supplier to communicate the issue / concern and work to collaboratively resolve the issue in a positive and timely manner. In cases, where the problem persists, the incumbent would need to inform / engage the Manager and as a team, they would work together to resolve the situation. In extreme cases, a new external supplier may need to be secured.

What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)

Contract, Policies and Procedures, Service Area Leaders, Manager

**Planning/Coordinating**

Planning is a proactive activity, as the incumbent must develop in advance a method of acting or proceeding, while coordinating can be more reactive in nature.

In the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring to the position, up to two (2) examples that occur occasionally:

**#1 Regular & Recurring**

List the project and the role of the incumbent in this activity.

The incumbent is responsible for planning, coordinating and executing multiple events at the same time. Throughout the event planning process, there will be many moving pieces, changing requests, competing resource requirements and unanticipated

What are the organizational and/or project management skills needed to bring together and integrate this activity?

challenges / issues. The incumbent will need to address and manage. The incumbent is the first point of contact for events and is primarily responsible for leading and scheduling the tasks to ensure all are in place for each event.

**Attention to Detail:**

Ensures all Event details meet the client specifications and properly identified and documented.  
To ensure contracts contain accurate information.

**Planning, Organization:**

Time-management Skills, to appropriately scope out the requirements of each event; to coordinate and orchestrate multiple tasks / activities; to anticipate and adjust for issues / challenges; to identify and utilize resources effectively.

Interpersonal Skills: to effectively interact / related to customers with diverse personalities / needs; to use diplomacy and tact during difficult situations; to diffuse tension situations comfortably; remains calm and composed during stressful situations.

Communication Skills: the ability to effectively gather, exchange and document detailed information; to explain information, policies and procedures.

Customer Service Oriented: to meet the expectations and requirements of customers; to act with customers in mind; to establish effective working relations with customers to gain their trust and respect.

Problem Solving: to identify, alternative and solutions when faced with a problem.

Computer skills: For accurate documenting for all event requirements and the use of event planning tools/programs (i.e. excel, project management software, hotel reservation system etc.).

List the types of resources required to complete this task, project or activity.

Past events, Computer systems, Event contracts, Manager

How is/are deadline(s) determined?

Overall – by the event contract/ critical path, day-to-day progress of tasks / activities – by the incumbent.

Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.

The client and incumbent. The Manager (as needed).

4. Planning/Coordinating

#2 Regular & Recurring

<p>List the project and the role of the incumbent in this activity.</p>	<p>The incumbent is responsible for leading the procurement of all logistic / service requirements with internal / external service providers and/or suppliers (i.e. food, parking, accommodations, entertainment, materials, electrical, sound, A/V etc.).</p>
<p>What are the organizational and/or project management skills needed to bring together and integrate this activity?</p>	<p><b>Attention to Detail:</b> To ensure all logistical and service requirements are accounted for and documented for each event.</p> <p><b>Planning, Organization:</b> Time-management Skills: to appropriately scope out and secure the appropriate resources / support for each event; to coordinate and orchestrate multiple service / logistical tasks / activities; to anticipate and adjust for issues / challenges; to identify and utilize resources effectively. Interpersonal Skills: to effectively build and maintain effective working relationships with internal / external service providers and suppliers. Communication and Informing Skills: to effectively explain and exchange detailed service / logistical information to inform others of what is needed, when, where and why. Customer Focus and Service Oriented: to meet the expectations and requirements of customers; to act with customers in mind; to ensure services are delivered with quality and on time. Problem Solving and decision making: to identify options, alternative and solutions when faced with a problem. Influencing Skills: To influence others to adhere to the event critical path / timelines to ensure all logistical / service requirements are in place for the event. Computer Skills: to effectively document and track information.</p>
<p>List the types of resources required to complete this task, project or activity.</p>	<p>Critical Path, Past Events, Computer system, Policies and Procedures, Manager.</p>
<p>How is/are deadline(s) determined?</p>	<p>Overall – by the event contract / critical path. Day-to-day progress of tasks / activities – by the incumbent and/or service area.</p>
<p>Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.</p>	<p>The client, incumbent and service provider. The Manager (as needed).</p>

5. Guiding/ Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus the actions taken (rather than the communication skills) that directly assist others in the performance of their work skill development.

Though support staff cannot formally “supervise “others, there may be a requirement to guide others using the incumbent’s job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks. Check the box(es) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

Regular & Recurring	Occasional	Level	Example
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Minimal requirement to guide/ advise other. The incumbent may be required to explain procedures to other employees or students	Explains event and banquet service policies and procedures to clients, internal service areas, suppliers / vendors and staff. Provides clients with details on pricing, availability, contracts, cancellation etc.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete certain tasks	Provides detailed information to respective service areas to ensure all logistic / service requirements are in place for the event (i.e. physical resources, food services, IT etc.). Monitors and tracks completion of tasks/actions to ensure efficient and timely execution. Advises of event changes that impact service delivery, price, timelines etc.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	Provides day to day guidance and direction to part-time support staff / student(s) who assist the Coordinator with conference and event related tasks as well as other service areas (Food Services, IT, Athletics, Physical Resources etc.).
<input type="checkbox"/>	<input type="checkbox"/>	The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.	
<input type="checkbox"/>	<input type="checkbox"/>	The incumbent is responsible for	

allocating tasks to others and  
recommending a course of action  
or making necessary decision to  
ensure the tasks are completed



**6. Independence of Action**

Please illustrate the type of independence or autonomy exercised in this position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

What are the instructions that are typically required or provided at the beginning of a work assignment?	
<b>Regular and Recurring</b>	Occasional (If none, please strike out this section)
The incumbent operates independently within the scope of responsibilities outlined at the beginning of the work assignment.	n/a

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
<b>Regular and Recurring</b>	Occasional (If none, please strike out this section)
Event Contracts Event Critical Path College Wide / Event and Banquet Services Policies & Procedures Past Events Legislative and Regulatory (i.e. Health and Safety, Fire Code, Liquor Licence Act etc.)	n/a

How is work reviewed or verified (e.g. Feedback from others, work processes, supervisor)?	
<b>Regular and Recurring</b>	Occasional (If none, please strike out this section)
Discussion / updates occur frequently with Manager as new or changing information is received by either the incumbent or Manager. Customers provide feedback and input prior to, during and after an event.	

6. Independence of Action

Describe the type of decisions the incumbent will make in consultation with someone else other than the manager.	
<b>Regular and Recurring</b>	<b>Occasional (If none, please strike out this section)</b>
Significant changes to approved budget and or signed contracts. Significant client contractual dispute resolution options. Significant changes to events. Changes to departmental policies and procedures. Cancellation policies / fees. Resolving significant issues / challenges with internal / external service providers / suppliers.	Offering discounts / promotions to clients.

Describe the type of decisions that would be decided in consultation with the supervisor.	
<b>Regular and Recurring</b>	<b>Occasional (If none, please strike out this section)</b>
Determines suitability of an event to be held on College property. Confirming date availability for clients. Confirming client accommodation rates based on group requirements. Sourcing and selecting external vendors for an event. Determines if event is deemed internal / external client and if discounts apply.	In absence of the manager, determine discounted rates for clients pre / post event and alternative billing terms to meet client's needs.

**7. Service Delivery**

This section looks at the service relationship that is an assigned requirement of the position. It considers the required manner in which a position delivers service to customers. It is not intended to examine the incumbent's interpersonal relationship with those customers and the normal anticipation of what customers want and then supplying it efficiently. It considers how the request for service is received and the degree to which the position is required to design and fulfill the service requirement. A "customer" is defined in the broadest sense as a person or groups of people and can be internal or external to the College.

In the table below, list the key service(s) and its associated customers. Describe how the request for service is received by the incumbent, how the service is carried out and the frequency.

Information on the service		Customer	Frequency (D,W,M,I)*
How is it received?	How is it carried out?		
Client requests an update and/ or detailed information prior to their event (i.e. special meal requirements/times, room materials, layout etc.)	The incumbent determines the exact needs of the client (event function) by ensuring he/she has a full understanding of the requirements and by reviewing past event or similar event specifications. Based on this information, the incumbent identifies the event requirements. It is important that the incumbent also identify potential gaps that the client may not have considered. The critical plan, logistics and project plan is then developed. External service provides and suppliers may need to be sourced. Ongoing service and adjustments to critical path are managed throughout the planning and execution phases of the event.	Customer	D
A client has not paid their deposit, invoice or signed a contract.	Incumbent contacts the client to remind them of the outstanding contract or deposit / invoice payment. Identifies any extenuating circumstances, i.e. and provides client with information on process and timelines.	Conference and Event Services	I
Incumbent is asked to follow up on a potential client interested in using our services / facilities for an event.	Incumbent needs to follow up quickly with the client to avoid losing the lead. Gathers information on the client's needs (i.e. purpose of the event, # of people, date, special needs). Assesses needs, reviews availability and provides information / options to the client with the goal of securing a booking.	Prospective Client	D

\* D = Daily    W = Weekly    M = monthly    I = Infrequently



**8. Communication**

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section (s) that best describes the method of communication.

<b>Communication Skill/Method</b>	<b>Example</b>	<b>Audience</b>	<b>Frequency (D,W,M,I)*</b>
Exchanging routine information, extending common courtesy	Verbal / Written: providing regular updates and status of event tasks and timelines.	Customers	D
	Routinely provides information regarding conference and event services and offerings.	College Service Areas, Staff, Students, Vendors, Suppliers	D
	Assists in the development / revision of policies, procedures and operating manuals.		I
Explanation and interpretation of information or ideas.	Verbal / Written: provides service providers / suppliers with detailed event requirements.	Customers	D
	Resolves customer / service-related issues and complaints.	Attendees	
	Providing information and explanation of policies, procedures and event details.	Service Providers / Suppliers	W/M
	Explanation of quotes, contracts, deposits / payment process.		D
	Written: develops an event critical path (i.e. dates, actions, location, timelines etc.) for each event.		D/W
Imparting technical information and advice	First point of contact to assist clients/customers with Information Technology (IT) Technical issues and resolution. May need further assistance form IT Support staff.	Internal Service Providers / Clients Customers	D/W
Instructing or training	Training on Large Venue Systems to ensure proper operations, Training occasional staff on service levels, for bar, food and client services needs.	Students, Casual Employees	M
Obtaining cooperation or consent	Internal service provider / external supplier – obtain their commitment / cooperation to established critical path / timelines or changes that may occur	Internal Service Providers / External Suppliers	M

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	during the event planning process.  Client – contacts client to obtain cooperation / agreement in changing the date, size, and requirements of an event to accommodate another function.	Clients	I
Negotiating	With clients and suppliers to obtain best pricing for products / services required for events.	Internal / External Suppliers	W/M

\* D = Daily      W = Weekly      M = monthly      I = Infrequently

9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, and lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

Physical Activity	Frequency (D,W,M,I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1-2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Sitting	D		X		X		
Standing, Walking	D		X		X		
Bending, Crouching	W/M	X			X		
Pushing, Pulling	W/M	X			X		

\* D = Daily    W = Weekly    M = monthly    I = Infrequently

If lifting is required, please indicate the weights below and provide examples.

Light (up to 5 kg or 11 lbs.)

Medium (between 5 to 20 kg and 11 to 44 lbs.)

Heavy (over 20 kg. or 44 lbs.)

Event set up / tear down / supplies
Moving and arranging tables, chairs, carrying marketing materials, putting up signage etc. - occasional

10. Audio Visual Effort

Describe the degree of attention or focus required to perform tasks taking into consideration:

- the audio/visual effort and the focus or concentration needed to perform the task and the duration of the task, including breaks (e.g. up to two hrs. at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (e.g. multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

Activity #1	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
<p>Multi-tasking: working with multiple clients and multiple events at one time, all at various points in the event planning process and each having diverse and competing logistical / service requirements. May be responding to or securing an event reservation while preparing on-site for another event.</p> <p>Active listening and concentration is required when gathering information about the requirement of an event or special project/tour. This is especially important to ensure all aspects of the project have been captured and understood. Missing a key component of an event or not fully understanding the need could contribute to the failure of such an event.</p>	D/W	x		
<p>Can concentration or focus be maintained throughout the duration of the activity? If not, why?</p> <p><input checked="" type="checkbox"/> Usually - with periodic interruptions to respond to clients needs</p> <p><input type="checkbox"/> No</p>				

\* D = Daily      W = Weekly      M = monthly      I = Infrequently

11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

Working Conditions	Examples	Frequency (D,W,M,I)*
<input checked="" type="checkbox"/> acceptable working conditions (minimal exposure to the conditions listed below)		D
<input type="checkbox"/> accessing crawl paces/confined spaces		
<input type="checkbox"/> dealing with abusive people	Although not abusive, the incumbent will have upset / angry clients or internal service staff issues / complaints	M
<input type="checkbox"/> dealing with abusive people who pose a threat of physical harm		
<input type="checkbox"/> difficult weather conditions		
<input type="checkbox"/> exposure to very high or low temperatures (e.g. freezers)		
<input type="checkbox"/> handling hazardous substances		
<input checked="" type="checkbox"/> smelly, dirty or noisy environment	During event - noise, crowds	M/I
<input checked="" type="checkbox"/> travel	Possible travel to trade shows / industry events/other campuses Class G Drivers Licence required.	I
<input checked="" type="checkbox"/> working in isolated or crowded situations	Large number of participants at some events; crowded	M/I
<input checked="" type="checkbox"/> other (explain)	Long, odd hours during event execution to support clients and staff ensuring the success of each event	W

\* D = Daily    W = Weekly    M = monthly    I = Infrequently