

Conference and Space Reservation Services Manager

Toronto, Ontario, Canada

Posted: January 22, 2018
Vacancy Type: Vacancy Notice
Start: A.S.A.P.
Department: UBS, Conference Services
Position: 10001372
Grade: MAC - C51 (\$66,520 - \$106,433)
Hours of Work: 36.25 hours per week
Reporting to: Executive Director, UBS

Conference and Space Reservation Services

Whether you are looking to hold a classroom-style lecture, a sit-down dinner, an informal meet and greet, or anything else in between, Ryerson Conference and Space Reservation Services will be able to accommodate you. Based on your function requirements and budget, we will guide you through all of the affordable and customized options made available for your event.

The Opportunity

We are currently looking for a seasoned conference/ space reservation professional to oversee the effective operation of Conference and Space Reservations Services. The successful incumbent will manage the day to day operations and staff. You will ensure communication and compliance of all stakeholders with respect to the Use of Space for Non-academic Purposes Policy and Procedures, while focussing on achieving annual plan targets, maximizing revenue generation through non-academic reservations of available spaces on campus for both internal and external clients. You will also manage the effective use of the University's Event and Space Management (EMS) system campus wide; develop relationships with internal and external service providers and implement a cost effective end to end process that ensures seamless delivery of contract obligations, excellent customer services and satisfaction.

Qualifications

- Completion of a post-secondary degree in hospitality management, commerce, business management or equivalent program with a minimum five (5) years of progressive work experience in order to gain practical knowledge and understanding of the theatre and/or entertainment and hospitality sector, facilities rental, and hospitality management.
- Effective verbal communication to foster positive working relationships with all stakeholders (ex. various service departments and internal/ external clients).
Excellent domain knowledge and experience in facilities rental management to evaluate requirements of events, determine service procedures to facilitate appropriate staffing and necessary support to achieve service requirements.

Experience in managing the day-to-day operations of a space reservation department. Demonstrated ability to evaluate occupancy forecast and reservation bookings, ensure adherence to relevant policies and procedures, and allocation of resources and support required for specific events.

- Effective interpersonal skills, using tact and diplomacy to communicate and coordinate with various service departments and stakeholders within the university as appropriate to ensure all potential risks are identified, assessed and addressed.
- Proficient research, analytical, and budgeting skills to ensure cost effective operations of the office through the efficient implementation of policies, processes and procedures, timely documentation and contract processing and appropriate filing. Provides regular management summaries on the business operations to Executive Director University Business Services.
- Strong business planning and financial/accounting skills to identify priorities, create annual plans and budget, review actual implementation of the business plans, monthly financial statements, revise action plans and priorities to ensure achievement of the agreed business goals. Establishes appropriate plans to effectively recover overdue account balances.
- Excellent written communication skills to assist the Executive Director in the regular review and update of the Use of Spaces for Non-academic Purposes policy and procedures.
- Creative and proficient marketing skills to develop and recommend marketing strategies and methods to promote, market and advertise facilities to different market segments for Executive Director's approval.
- An out of the box thinker that implements a streamlined process to manage last minute needs or changes. A savvy problem solver that troubleshoots issues and resolves escalated issues as necessary.
- Strong negotiation and contract administration skills to negotiate rates and contractual clauses with clients on behalf of the University, ensuring appropriate theatre and facilities rental contracts are prepared including complete show / event costings. Signs finalized contracts on behalf of the Executive Director, University Business Services.
- Experience in computer and business systems management to oversee the administrative support of the University's event management system (EMS). Continuously reviews the system to determine necessary improvements required to improve efficiency.
- Experience with managing staff, including hiring, assessing training needs, creating development plans and performance management.
- Seeks out opportunities to enhance diversity, equity and inclusion and champions the "People First" agenda.
- Demonstrated working knowledge of word processing programs (e.g., Microsoft Word) as well as other software (e.g. Excel, Power Point, Google Mail/Docs, Skype etc.).

Notes:

- Candidates will be asked to demonstrate qualifications through occupational testing as a first step in the evaluation process prior to being interviewed.

- Candidates must have a demonstrated record of dependability/reliability and a commitment to maintain confidentiality.
- Applications can be accepted only online through our [careers](#) web site (<https://www.ryerson.ca/jobs/>). Applications cannot be accepted through email.